CUSTOMER SERVICE SOLUTIONS

THE ONLINET GROUP

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Who we are?

ONLINET GROUP is the Expert of Customer Services and a leading European innovator of Queue Management Systems. We not just design, develop and manufacture, but we shape the future of this technology. Used on 4 continents, from Washington to Tokyo, our systems create efficiency, improve productivity and increase sales. We guarantee quality hardware built in the European Union, innovative software and flexibility in customizing or integrating. We supply the Banking/Finance, Telecommunications, Retail, Healthcare, Governmental, Hospitality, Transport and Education sector.

Facts and figures

- Our systems has been installed on 4 continents in more than 50 countries
- More than 2000 customer services are using our intelligent ticketing systems around the world
- It is estimated that 500 000 people are using our systems every day
- More than 18 000 members of staff are serving customers using our systems
- It is estimated that a ticket is issued every 7th second on our ticket dispensers around the world
- Similarly a management report is created every 32nd minute in our software
- Average overall efficiency in a customer service is increased by up to 34% when our systems are used
- Our systems can contribute to an increase of up to 28% in sales and cross sales

Certificates

ISO-9001:2008
CE
RoHS

Technology partners

HP
CISCO
LG
Microsoft
ELO
Custom
Nippon
Visual Planet

Awards

Hungarian Design Award
Deloitte Technology Fast 50 CE
Deloitte Technology Fast 500 EMEA

Offices

Hungary
Romania
Russia
United Kingdom

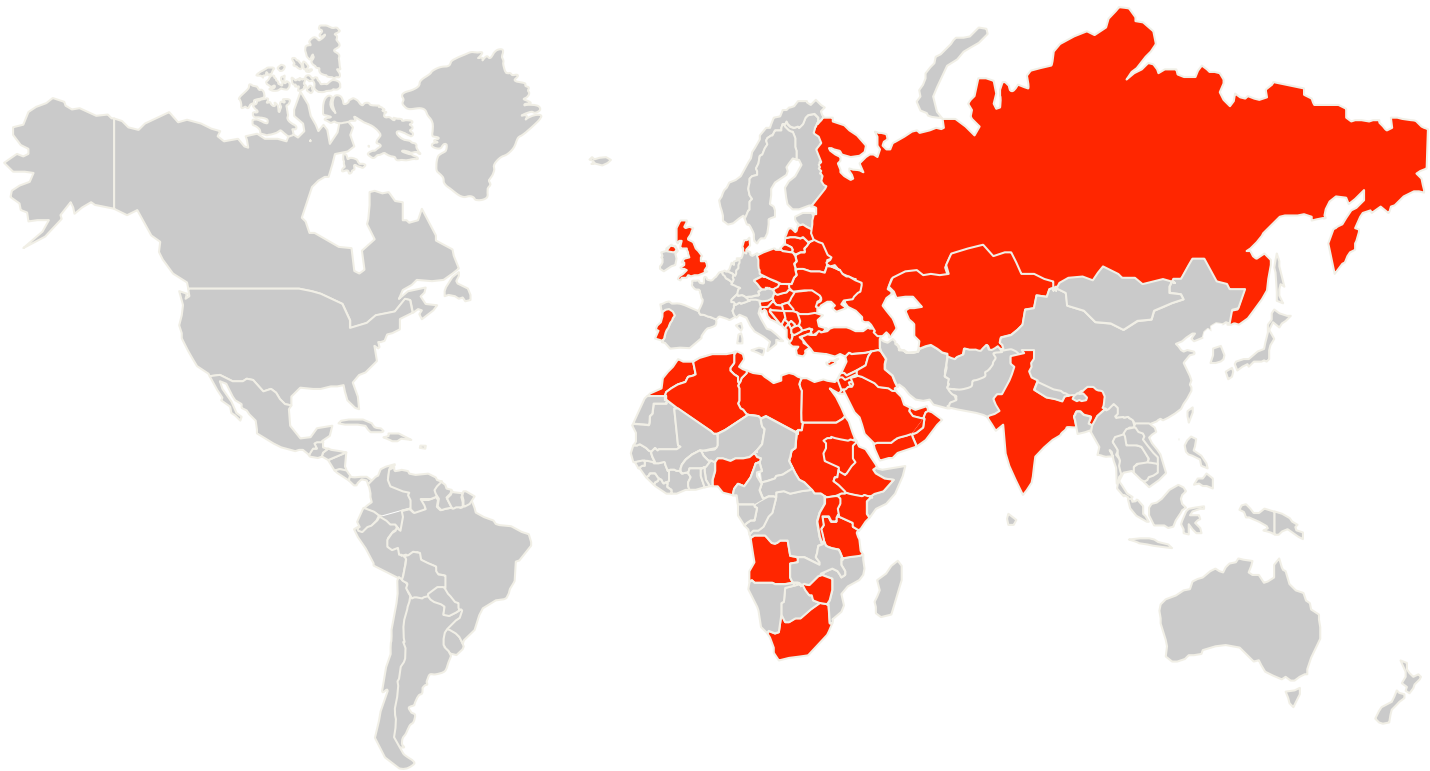
Distribution

Africa
Asia
Europe
Middle East

Installed systems

Africa
Asia
Europe
Middle East
North America

Offices and reseller partners



Products

- Queue Management Systems
- Kiosks
- Digital Signage
- Smartphone applications
- Management support toolkit

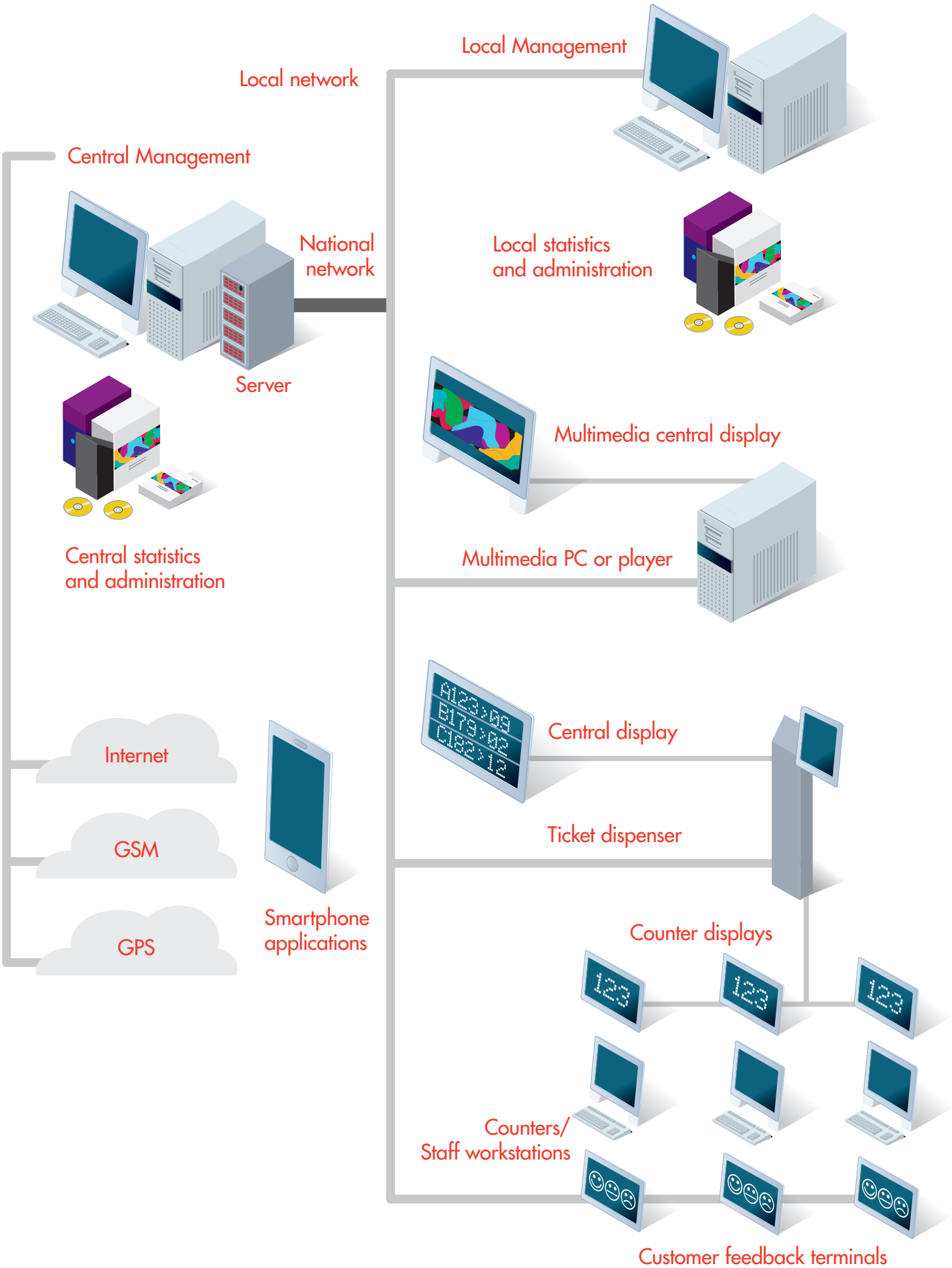
Activities

- Design
- Manufacturing
- Software development
- Sales
- Project management
- Service

Services

- Consulting Installation, implementation
- Maintenance
- Product support
- Remote supervision
- Spare part and consumables supply
- Operation
- Custom design/development

SOME OF OUR CLIENTS


Local Management
Local network
Central Management
National network
Local statistics and administration
Server
Multimedia central display
Central statistics and administration
Multimedia PC or player
A123>03
B179>02
C152>12
Central display
Internet
GSM
GPS
Ticket dispenser
Smartphone applications
Counter displays
123
123
123
Counters/ Staff workstations
Customer feedback terminals

Queue management systems

What is this?

First of all a solution, with which the efficiency, the quality and sales productivity of a Customer Service can be increased. Secondly is an IT system with hardware and software components, which consists of the following elements:

- Ticket dispenser terminal
- Central display
- Counter display and staff terminal
- ONLINET CDS software

How does it work?

The customer who enters the Customer Service will select a service on the ticket dispenser terminal, then with the printed ticket will sit down in the customer waiting area. During the waiting, the customer can follow the calling of the ticket numbers on a central display, which in the same time, can play even commercials. The administration can be easier if the customer made a pre-registration or identified himself at the ticket dispenser terminal. The management, using the up- to-date statistics in the system, can react immediately in a specific case and is able to design more precisely a long-term strategy.

What benefits will bring to you?

- Reduced waiting times
- Reduced administration times
- Increased number of daily transactions
- Increased staff efficiency
- Increased customer satisfaction
- Reduced stress level and number of conflicts
- Increased sales and cross-sales
- Increased staff motivation
- Increased customer loyalty
- Increased revenue and cost effectiveness

The economic Queue Management System

The SME's fight with the large multinational corporations, in most of the cases, starts from an inferior position. The SME sector is characterized by smaller budget, restricted latitude and the lack of efficiency growing technology. The Customer Services in many circumstances, are the "battlefields" that will decide, if a customer will come back again and again or will be a loyal buyer on the opposite side of the street.

iQ7

IQ07-W-N-0

QUEUE MANAGEMENT SYSTEMS → **TICKET DISPENSERS**

WE DESIGNED THE iQ7 SYSTEM FOR THOSE WHO ALREADY REALIZED THAT FASTER SERVICE, DISCRETION AND COMFORTABLE WAITING WILL RESULT IN LOYAL CUSTOMERS, BUT COULD NOT AFFORD TO INVEST LARGE SUMS IN SUCH SYSTEMS.

THE ONLINET GROUP

Features and benefits

Space saving design

iQ7 due to its size is our slimmest Queue Management System. iQ7 can be ordered in 3 different variations: free standing, wall-mounted and desktop design. Due to its flexible design, iQ7 is the ideal choice for small shops, Customer Services and customer waiting areas. The system will fit perfectly into your existing or future inner architectural design.

Reliable and flexible

The iQ7 system is unique, compared to our other queuing systems, as it is the only ticket dispenser terminal that doesn't incorporate a controller PC. The controller PC has been replaced with a uniquely designed board which has the web based queuing software preloaded. iQ7 offers a reliable operation with a wide range of features and statistics, on an affordable price.

Value for money

An important principle in designing the iQ7 system, was to maintain similar features and functions used by the larger systems but to keep it's price as low as possible. The induction of the iQ7 system will result in a faster service, more comfortable working conditions and more satisfied clients, through which the return of the investment will be far better.

TECHNICAL SPECIFICATION	
Screen	7″ landscape touchscreen with 800x480 resolution
Printer	3″ thermal printer
Voltage	23V DC
Tickets	80mm wide paper roll
Housing	special, multi-layered, tough and glossy material (front) and metal (back) metal on the front and back (iQ Eco version)
Characteristics	Special PC free hardware with custom developed integrated board LAN connection Optional RF (radio frequency) receiver Micro SD for storage Passive cooling
Software features:	Printing logo, company name, branch name, ticket number, service name, print time, notes CDS Desk calling terminal log in, call, arrived, recall, not arrived, transfer to desk, close, log out Hardware calling terminal log in, call, arrived, recall, not arrived, transfer to desk, close, log out LED displays for showing called numbers Sound at call Web based configuration (Internet Explorer supported) password protection, license management, IP (DHCP/Fix) and NETBIOS name configuration, service page for easier remote support, configuration Maximum 10 service with unique design on 7″ TFT display unique service and print background picture Statistics/Reporting Monitoring Clients and tasks Average waiting time Average administration time

SIZES	
Foor standing (W x D x H):	1298 mm x187 mm x 270 mm
Wall mounted (W x D x H):	531mm x187mm x 247mm
Desktop (W x D x H):	531mm x187mm x 247mm

RECOMMENDATION

- Pharmacies
- General and private medical centres, Dentists
- Beauty-shops, solarium-shops, hair dressers
- Real-estate agencies
- City councils, District councils, Housing associations, Tax-Revenue-Custom offices
- Universities, Colleges, Language Schools
- Local Police Offices
- Small Bank and Building Society branches
- Self-service and fast food restaurants, small and medium sized shops
- Galleries, Museums, Exhibition Centres, Conference and Event organizers
- Indoor playhouses, Amusement Parks, Sport Arenas

BUILT-IN ACCESSORIES

- **RF module for RF calling terminals**
- **WiFi router for Digital Signage communication and wireless monitoring/reporting access**

EXTERNAL ACCESSORIES

- **LED (seven segment and matrix) counter displays**
- **LED (seven segment and matrix) central displays**
- **LCD counter displays**
- **LCD/LED central displays with digital media player PC**
- **RF customer calling terminal**
- **CDS DESK, software calling terminal**
- **CDS VOICE, voice calling software module**
- **12V power supply and signal distributor**
- **80mm thermal paper**
- **Ceiling and desk mounting display supports**
- **Integration into digital signage**
- **Central software management**

RELATED SERVICES

- Customer service development consultancy
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design

The practical Queue Management System

Operating a Customer Service is not a simple job. Operating it efficiently is a real challenge. But how a Customer Service can be efficient? If the customers don't perceive their waiting times as an eternity.
If the staff's productive work is recognized and awarded. If the managers have full control over the operation.

iQ12 MAX

IQ12-W-N-0

QUEUE MANAGEMENT SYSTEMS → TICKET DISPENSERS

THE IQ12 MAX SYSTEM CREATES THE PERFECT ENVIRONMENT IN YOUR CUSTOMER SERVICE, WHICH ENABLES YOU TO CARE ABOUT A SINGLE THING: YOUR CUSTOMERS.

THE ONLINET GROUP

iQ12 MAX

Features and benefits

Modular design

The iQ12 MAX system follows the growth and changes in your organization. Extending the system with one or more desks, replacing the LED based central display with LCD screen or integrating a new software module among the others, is not a problem anymore. Replacing the service names on the ticket dispenser or changing the information on the tickets, can be a daily routine.

Easy to use

The simple design and the clear listing of services on the touchscreen makes the iQ12 MAX an easy-to-use queuing system. In this way, even those who are unfamiliar with the usage of IT products, will use it confidently, without stress or embarassing feeling.

Low operation costs

The iQ12 MAX ticket dispenser is using an economic paper roll, that allows the printing of 1300 to 2400 tickets/roll*. The software related to the queuing system, despite of the frequent practice of other companies, has a licence that allows unlimited number of users in a single location**.

* depending on the length of the ticket

** excluding the CDS Desk

TECHNICAL SPECIFICATION	
Screen	12″ portrait touchscreen with 1280x800 resolution
Housing	special, multi-layered, tough and glossy material (front) and metal (back)
Printer	3″ thermal printer
Paper roll type and size	thermal paper, length: 130 m, width: 3″
Average number of tickets per roll	1300/paper roll (in case of a 10 cm long ticket)
Printer power supply	23V DC
Built-in PC as local server	HP thin client technology
External housing and colour	alloy/metal case, grey
Recommended max. nr. of cashiers/advisors	20
Recommended max. nr. of tickets printed daily	3000

SIZES	
(H x W x D):	1461 mm x 222 mm x 270 mm
Base (W x D):	260 x 349 mm

RECOMMENDATION

- Pharmacies
- General and private medical centres, Dentists
- Beauty-shops, solarium-shops, hair dressers
- Real-estate agencies
- City councils, District councils, Housing associations, Tax-Revenue-Custom offices
- Universities, Colleges, Language Schools
- Local Police Offices
- Small Bank and Building Society branches
- Self-service and fast food restaurants, small and medium sized shops
- Galleries, Museums, Exhibition Centres, Conference and Event organizers
- Indoor playhouses, Amusement Parks, Sport Arenas

BUILT-IN ACCESSORIES

- **WiFi router for Digital Signage communication and wireless monitoring/reporting access**

EXTERNAL ACCESSORIES

- **LED (seven segment and matrix) counter displays**
- **LED (seven segment and matrix) central displays**
- **LCD counter displays**
- **LCD/LED central displays with digital media player PC**
- **Multifunctional customer calling terminal**
- **Touchscreen customer feedback terminal**
- **Pushbutton customer feedback terminal**
- **12V power supply and signal distributor**
- **80mm thermal paper**
- **Ceiling and desk mounting display supports**
- **GSM gateway (to be used with SMS software applications**

SOFTWARE

- **CDS queue management software**
- **CDS MAINFRAME central queue management software**
- **CDS DESK customer calling application**
- **OMP (Onlinet Media Player) digital signage local application**
- **OMM (Onlinet Media Manager) digital signage central application**
- **CDS SMS Alert**
- **CDS VOICE Calling**
- **CDS BOOKING Online**
- **CDS MEETING Room Occupancy Display**
- **iBOOKING smart phone application**
- **DASHBOARD visual management information system**

RELATED SERVICES

- Customer service development consultancy
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems

The smart Queue Management System

Customer Services is the place where your clients expect a fast, accurate and comfortable service. In the same time, through a personal contact with the clients, is the place of a unique possibility of selling. The comfortable waiting, the stress free environment, the friendly service will increase the customers openness. Knowing your customers needs, habits, history and feed-back will make selling easier.

SMARTQ

SQ19-A-Z-0

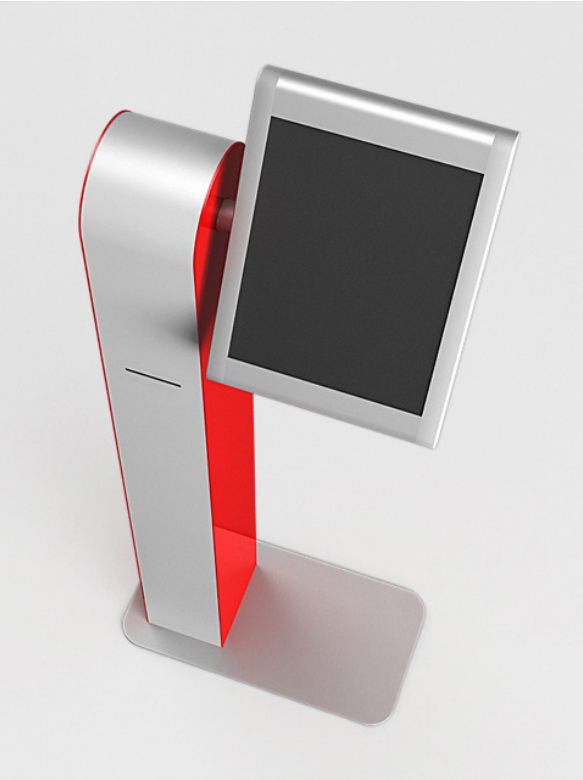
QUEUE MANAGEMENT SYSTEMS

TICKET DISPENSERS

THE SMART-Q SYSTEM WILL MAKE YOUR CUSTOMER SERVICE NOT JUST EFFICIENT IN OPERATION, BUT WILL TURN IT INTO THE FIRST LINE OF YOUR SALES.

THE ONLINET GROUP

Features and benefits



Ticket dispenser as advertisement space

The menu that appears on the touchscreen of the Smart-Q ticket dispenser, listing the services, can be fitted into the company image. Commercials, announcements, promotions can be also displayed. This can be done on a splitted screen or by a commercial covering the full screen, that disappears after a touch, leaving the space for the main menu.

Screen and ticket editor

In the Smart-Q system a new campaign, a new promotion or a completely new image comes to life after a few clicks. The Smart-Q system makes possible to amend the multimedia, graphics or text content on the screen of the ticket dispenser or on the ticket. The changes can be done and validated even from a central location, without any extra cost.

Full supervision and better planning

Would you like to know what is the average waiting time in your Customer Services? Would you like to know how many customers have you lost? Through the heart of the Smart-Q system, the CDS application, you will have full supervision of the daily operation and using the provided statistics, you will build a better strategy.

TECHNICAL SPECIFICATION	
Display	19"portrait touchscreen LCD Unique screen background and menu design
Printer	3" thermal printer
Paper roll type and size	thermal paper, length: 130 m, width: 3"
Average number of tickets per roll	1300/paper roll (in case of a 10 cm long ticket)
Printer power supply	23V DC
Built-in PC as local server	optimal performance and high reliability PC*
External housing and colour	alloy/metal case, grey
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES	
Height:	1524 mm
Width:	700 mm
Depth:	359 mm
Base (W x D):	300 mm x 700 mm

RECOMMENDATION

- Banks, Building Societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv service suppliers
- City and District Councils, Registry offices,
- Tax, Custom and Revenue Offices
- Public utility companies
- Post offices
- Embassies, Consulates
- Governmental institutions
- Solicitor and Notary Public offices
- Malls, Supermarkets, Store chains
- Healthcare institutions
- Educational institutions
- Real estate agencies
- Conference and sport centers

*PC performance and capacity can be customized upon request

BUILT-IN ACCESSORIES

- **Swipe manual card reader**
- **Push-in manual card reader**
- **Contactless card reader**
- **Speakers**
- **Vandal safe metal keyboard with trackball**

EXTERNAL ACCESSORIES

- **LED (seven segment and matrix) counter displays**
- **LED (seven segment and matrix) central displays**
- **LCD counter displays**
- **LCD/LED central displays with digital media player PC**
- **Multifunctional customer calling terminal**
- **Touchscreen customer feedback terminal**
- **Pushbutton customer feedback terminal**
- **12V power supply and signal distributor**
- **80mm thermal paper**
- **Ceiling and desk mounting display supports**
- **GSM gateway (to be used with SMS software applications**

SOFTWARE

- **CDS queue management software**
- **CDS MAINFRAME central queue management software**
- **CDS DESK customer calling application**
- **OMP (Onlinet Media Player) digital signage local application**
- **OMM (Onlinet Media Manager) digital signage central application**
- **CDS SMS Alert**
- **CDS VOICE Calling**
- **CDS BOOKING Online**
- **CDS MEETING Room Occupancy Display**
- **iBOOKING smart phone application**
- **DASHBOARD visual management information system**

RELATED SERVICES

- Customer service development consultancy
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems

The comprehensive Queue Management System

Customers are not the same. Just as their expectations and needs. A Customer Service can be efficiently operated, only with a versatile solution. Some likes to be recognized, to be called on their names and understand their desire. Some prefer shopping while they have to wait. Some organize accurately their time and they like making a preregistration or booking for an appointment.

MULTIQ
MQ23-A-C-0

QUEUE MANAGEMENT SYSTEMS → TICKET DISPENSERS

→ EVEN IF YOU HAVE CUSTOMERS WITH SOPHISTICATED REQUIREMENTS, THE MULTI-Q SYSTEM WILL HELP THEM TO FEEL, THAT FOR YOU IS NOT IMPOSSIBLE TO FULFIL THEM.

THE ONLINET GROUP

Features and benefits

Size does matter

Would you like to display more information on the ticket dispenser's touchscreen, but there is not enough space? Your elder customers are complaining about too small text size? An impressive commercial would wake-up the interest of more customers? The Multi-Q ticket dispenser can be ordered even with 32" screen, to avoid these and other similar future difficulties.

All-in-one

The Multi-Q ticket dispenser can be equipped with card reader, biometric and barcode reader, proximity sensor, camera and speakers. The customers can be identified at the ticket dispenser terminal, so the waiting and the administration time can be decreased significantly.

Five star services

Would you like your Customer Service make feel your customers, like they have taken tickets for Business Class? The pre-registration, the VIP customer management or the text alert before calling, are all services, through which your customers service becomes more faster and comfortable.

TECHNICAL SPECIFICATION	
Display	19″/23″/32″portrait touchscreen LCD Unique screen background and menu design
Printer	3″ thermal printer
Paper roll type and size	thermal paper, length: 130 m, width: 3″
Average number of tickets per roll	1300/paper roll (in case of a 10 cm long ticket)
Printer power supply	23V DC
Built-in PC as local server	optimal performance and high reliability PC*
External housing and colour	alloy/metal case, grey
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES	
19″ (H x W x D)	1782 mm x 430 mm x 327 mm
23″ (H x W x D)	1782 mm x 430 mm x 327 mm
32″ (H x W x D)	2111 mm x 560 mm x 220 mm

RECOMMENDATION

- Banks, Building Societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv service suppliers
- City and District Councils, Registry offices,
- Tax, Custom and Revenue Offices
- Public utility companies
- Post offices
- Embassies, Consulates
- Governmental institutions
- Solicitor and Notary Public offices
- Malls, Supermarkets, Store chains
- Healthcare institutions
- Educational institutions
- Real estate agencies
- Conference and sport centres

*PC performance and capacity can be customized upon request

BUILT-IN ACCESSORIES

- **Push-in engine driven card reader**
- **Contactless card reader**
- **Barcode scanner**
- **Passport and ID card scanner**
- **Webcamera**
- **Microphone**
- **Speakers**
- **UPS – Uninterruptible power supply**
- **Vandal safe metal keyboard with trackball**

EXTERNAL ACCESSORIES

- **LED (seven segment and matrix) counter displays**
- **LED (seven segment and matrix) central displays**
- **LCD counter displays**
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- Site survey, planning
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- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems

The elegant Queue Management System

While designing the EXEQ we were focusing on reflecting a premium quality with this solution, by the shape of the terminal and the materials used. The slim shape, the shiny surface, the curved position of the screen, the tablet-like functionality are all contributors for the queue and customer management to become part of the five star services supplied by your company.

EXEQ

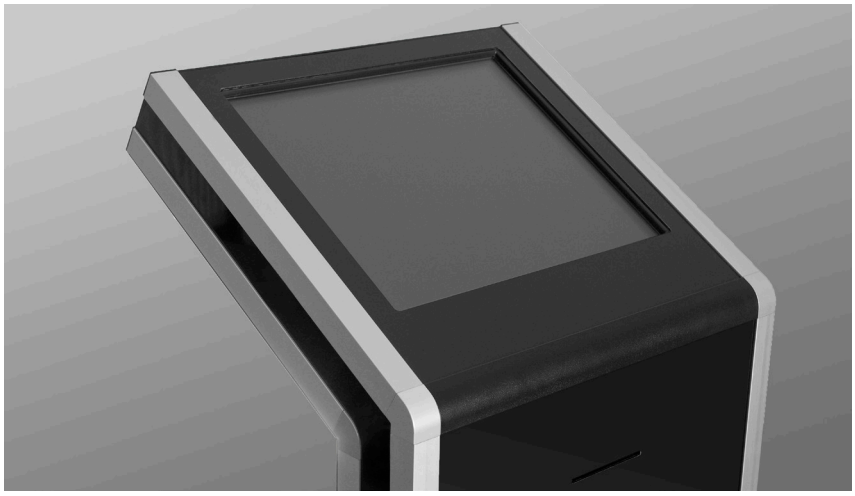
EQ19-W-C-0

QUEUE MANAGEMENT SYSTEMS → **TICKET DISPENSERS**

→ THE MAIN CONCEPT IN CREATING THE EXEQ WAS TO MAKE THE CUSTOMERS FEEL NOT ONLY COMFORTABLE WHILE WAITING FOR A SERVICE OR PURCHASING A PRODUCT, BUT TO GIVE THEM WHAT THEY REALLY DESERVE: TO FEEL LIKE BEING THE ONE AND ONLY.

THE ONLINET GROUP

Features and benefits



Confidence requires style

Sometimes it is practical having a queuing terminal with a huge display, loads of accessories or a customized colourful cover, that attracts new clients like a magnet. Sometimes the environment, the interior architectural design or the company image requires a simple shape and a smart aspect.

Elegant and practical

The screen of the queuing terminal is big enough to be filled with attracting and useful content. The ticket printer as standard will easily serve hundreds of clients daily, but with a heavy-duty printer installed, that can rise to several thousands. The optional card reader will make the customer identification and VIP client management possible.

Lightweight and perfectly slim

The body of the queuing terminal, unlike others is not made of metal, but a special, multiple layer and light structure material. One of the advantages of using such a material is that the total weight of the terminal is far less compared to others. This characteristic of the terminal will make its transportation easier and the handling or repositioning within the customer service area very simple.

TECHNICAL SPECIFICATION	
Display	19″ landscape touchscreen LCD Unique screen background and menu design
Housing	special, multi-layered, tough and glossy material
Printer	3″ thermal printer
Paper roll type and size	thermal paper, length: 130 m, width: 3″
Average number of tickets per roll	1300/paper roll (in case of a 10 cm long ticket)
Printer power supply	23V DC
Built-in PC as local server	optimal performance and high reliability PC
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES	
(H x W x D)	1201 mm x 505 mm x 470 mm

RECOMMENDATION

- Banks, Building Societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv service suppliers
- City and District Councils, Registry offices,
- Tax, Custom and Revenue Offices
- Public utility companies
- Post offices
- Embassies, Consulates
- Governmental institutions
- Solicitor and Notary Public offices
- Malls, Supermarkets, Store chains
- Healthcare institutions
- Educational institutions
- Real estate agencies
- Conference and sport centres

BUILT-IN ACCESSORIES

- **Push-in engine driven card reader**
- **Contactless card reader**
- **Webcamera**
- **Microphone**

EXTERNAL ACCESSORIES

- **LED (seven segment and matrix) counter displays**
- **LED (seven segment and matrix) central displays**
- **LCD counter displays**
- **LCD/LED central displays with digital media player PC**
- **Multifunctional customer calling terminal**
- **Touchscreen customer feedback terminal**
- **Pushbutton customer feedback terminal**
- **12V power supply and signal distributor**
- **80mm thermal paper**
- **Ceiling and desk mounting display supports**
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- **CDS BOOKING Online**
- **CDS MEETING Room Occupancy Display**
- **iBOOKING smart phone application**
- **DASHBOARD visual management information system**

RELATED SERVICES

- Customer service development consultancy
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems

7 segments central LED displays

The purpose of the central display, installed in a place with a good visibility, is to give information for the waiting customers. The information refers to the customers who have been called and consists of three elements: ticket number, desk/cashier number and direction to desk/cashier.

The 7 segments LED displays can show the ticket numbers and desk/cashiers numbers using numbers only. The direction to desk/cashier is displayed by a LED matrix element.

TECHNICAL PARAMETERS

- Red or green, 100mm high, 7 segments LED technology for ticket and desk/cashier number
- Red or green, 100mm high, LED matrix technology for direction
- Power supply: 12V
- Current: max. 1A
- Communication connector: RJ48
- Variable light intensity
- Alloy profile
- 3 or 4 characters to display ticket numbers, 1 for direction and 2 for desk/cashier number
- Up to 4 lines to show the last up to 4 called ticket numbers
- Voice signal or voice calling with every new ticket number displayed*

CODE	MODELS	Width	Depth	Height (w/o supporting tube)
DAS6 –B-R-1	3-1-2 characters, 1 line	638 mm	43 mm	183 mm
DAS6 –B-R-2	3-1-2 characters, 2 lines	638 mm	43 mm	305 mm
DAS6 –B-R-3	3-1-2 characters, 3 lines	638 mm	43 mm	427 mm
DAS6 –B-R-4	3-1-2 characters, 4 lines	638 mm	43 mm	549 mm
DAS7 –B-R-3	4-1-2 characters, 3 lines	728 mm	43 mm	427 mm

INSTALLATION

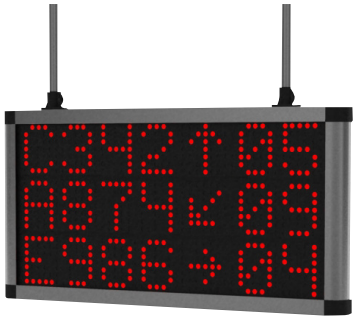
- Wall
- Ceiling (supporting tubes, connectors and fasteners required)

ACCESSORIES AND OPTIONS

- Tubes (two for each display)
- Connectors and fasteners
- Custom coloured cover and profile
- Custom cover design

*CDS VOICE software module required

Dot-matrix central LED displays



The purpose of the central display, installed in a place with a good visibility, is to give information for the waiting customers. The information refers to the customers who has been called and consists of three elements: ticket number, desk/cashier number and direction to desk/cashier.

The LED matrix displays can show the ticket numbers and desk/cashiers numbers using any character including numbers and letters. Using such displays a complex ticketing model can be created.

TECHNICAL PARAMETERS

- Red or green, 60/100mm high, LED matrix technology
- Power supply: 12V
- Current: max. 1A
- Communication connector: RJ485
- Variable light intensity
- Alloy profile
- 3 or 4 characters to display ticket numbers, 1 for direction and 2 for desk/cashier number
- 1-5 lines to show the last or the last five called ticket numbers
- Various alphabets (e.g. Arabic)
- Voice signal or voice calling with every new ticket number displayed*

CODE	MODELS	Width	Depth	Height (w/o supporting tube)
DAT9 –B-R-1	5x7 matrix, 1 line	764 mm	49 mm	166 mm
DAT9 –B-R-2	5x7 matrix, 2 lines	764 mm	49 mm	282 mm
DAT9 –B-R-3	5x7 matrix, 3 lines	764 mm	49 mm	398 mm
DAT9 –B-R-4	5x7 matrix, 4 lines	764 mm	49 mm	514 mm
DAT9 –B-R-5	5x7 matrix, 5 lines	764 mm	49 mm	630 mm

INSTALLATION

- Wall
- Ceiling (supporting tubes, connectors and fasteners required)

ACCESSORIES AND OPTIONS

- Tubes (two for each display)
- Connectors and fasteners
- Custom coloured cover and profile
- Custom cover design

*CDS VOICE software module required

Central LCD displays

LCDT-42

The purpose of the central display, installed in a place with a good visibility, is to give information for the waiting customers. Compared to the classic LED displays its advantage is that besides ticketing information can show advertisings, various media content and flowing text on tickers, in the same time.

Components of the system

- LCD screen
- Media PC or Digital Media Player
- OMP (Onlinet Media Player) software

TECHNICAL PARAMETERS

- Recommended screen size: 32"-37"-42"
- Playable multimedia contents:
  - PC video formats (video playlist)
  - PC picture formats (picture slideshow)
  - Animated presentations
  - Direct VHS/DVD/Bluray play (even in HD quality)**
  - Display of TV channels**
- Voice signal or voice calling with every new ticket number displayed*
- Display of the last 3-10 ticket numbers called
- Display of new call in a separate window
- Warning sound when a new customer called
- Even 4 tickers at the bottom of screen
- Company logo, image, colours and fonts

INSTALLATION

- Wall
- Ceiling (supporting tubes, connectors and fasteners required)
- Free standing

ACCESSORIES AND OPTIONS

- Tubes (two for each display)
- Connectors and fasteners
- Custom cover design
- Media Server (for central content storage and management)
- OMM (Onlinet Media Manager) software (for central content management)

*CDS VOICE software module required **Some restrictions may apply

7 segments LED display panel

The purpose of the counter display, being installed near the cashier or counter desk, is to show the last called ticket number. A 7 segments LED display, will show the ticket numbers using numbers only.

TECHNICAL PARAMETERS

- Red or green, 100mm high, 7 segments LED technology
- Power supply: 12V
- Current: max. 0,25A
- Communication connector: RJ485
- Variable light intensity
- Alloy profile
- 3 or 4 characters to display ticket numbers

CODE	MODELS	Width	Depth	Height (w/o support)	Height with 650mm supporting tube
DAS3-A-R-0	3 digits	224 mm	83 mm	113 mm	715 mm
DAS4-A-R-0	4 digits	272 mm	83 mm	113 mm	715 mm

INSTALLATION

- Wall
- Ceiling (supporting tubes, connectors and fasteners required)
- Desktop (supporting tubes, connectors and fasteners required)
- Integration into furniture

ACCESSORIES AND OPTIONS

- Tubes (one for each display)
- Connectors and fasteners
- Custom coloured cover and profile
- Custom cover design
- Desk number plate

Dot-matrix LED display panel

The purpose of the counter display, being installed near the cashier or counter desk, is to show the last called ticket number. A LED matrix display will show the ticket numbers using any character, including numbers and letters. The display can show also various messages (e.g. CLOSED).

TECHNICAL PARAMETERS

- Red or green, 60/100mm high, LED matrix technology
- Power supply: 12V
- Current: max. 0,25A
- Communication connector: RJ485
- Variable light intensity
- Alloy profile
- 4 characters to display ticket numbers
- Various alphabets (e.g. Arabic)

CODE	MODELS	Width	Depth	Height (w/o support)	Height with 650mm supporting tube
DAT3-A-R-0	60mm, 4 digits (8x8)	263 mm	83 mm	104 mm	710 mm
DAT4-A-R-0	100mm, 4 digits (5x7)	458 mm	83 mm	149 mm	730 mm

INSTALLATION

- Wall
- Ceiling (supporting tubes, connectors and fasteners required)
- Desktop (supporting tubes, connectors and fasteners required)
- Integration into furniture

ACCESSORIES AND OPTIONS

- Tubes (one for each display)
- Connectors and fasteners
- Custom coloured cover and profile
- Custom cover design
- Desk number plate

LCD counter display

WT23-W

The purpose of the counter display, being installed near the cashier or counter desk, is to show the last called ticket number. Compared to a classic LED display has the advantage, that while a customer is being served or when the display is idle, can show advertisings or various media content. After service the display can automatically turn into a customer feedback terminal (for more details please see the „Feedback 3-in-1" device in the „Accessories" chapter)

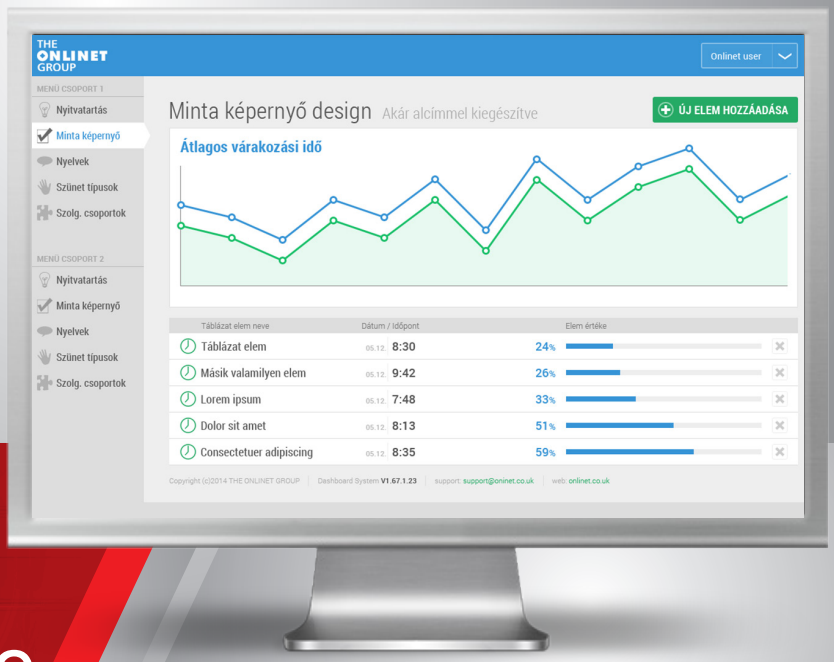
TECHNICAL PARAMETERS	
Housing	special, multi-layered, tough and glossy material with desktop support
Screen	10" WXGA TFT touchscreen
Resolution	1280x800 or better
Processor	1 GHz dual core or better
RAM	1 GB or better
Internal storage	16 GB or better
Additional storage	MicroSD
Operating system	Secured Android
Communication	Wi-Fi
Software features	Display of called ticket numbers Display of desk/position number Display of advertising Display of announcements Customer feedback surveys (touch activated) Reports and statistics integrated into core Queue Management software

TECHNICAL PARAMETERS

- 7" TFT screen, 800x480 resolution
- Internal, high performance PC
- SD card slot
- Power supply: 9-28V
- USB connection
- LAN (Ethernet) card and RJ45 connection
- Alloy profile

More than just simply queue management

If your Customer Services is 100% efficient and there is no room for improvements, if there are no costs which could be saved or reduced or if you have already explored every possibility and channel to increase your sales and cross-sales, then you really don't need a queue management system. What is the average waiting time of your customers? Who is the most efficient member of staff in a specific branch? How successful is a marketing campaign started just 4 days ago? If you can't answer the questions then the ONLINET queue management system can do lot more for you than you think.



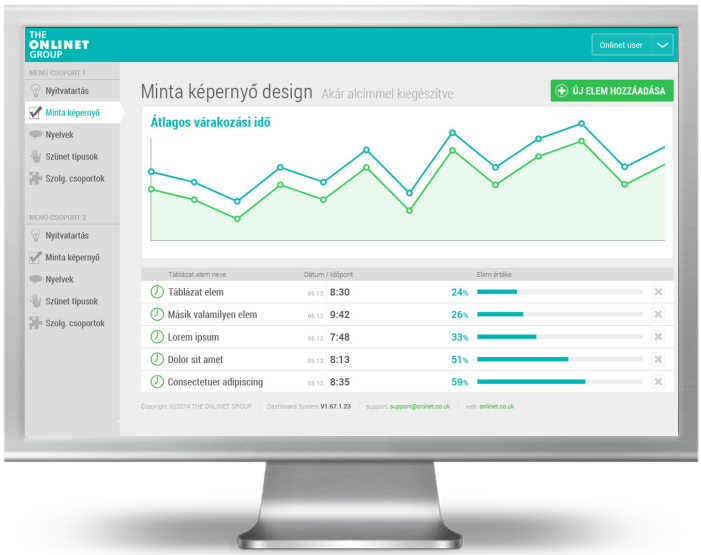
CDS 3.0 / CDS Mainframe

CDS3-M / CDS3-MAIN

QUEUE MANAGEMENT SYSTEMS → SOFTWARE

THE ONLINET GROUP

Features and benefits



Reducing waiting times

None of us likes to wait. Your customers are not different. The CDS 3.0 customer service software monitors continuously the current waiting times, as average, by service or by staff. This offers the possibility of immediate intervention to stop your customers walking away.

Real or perceived performance

The CDS 3.0 customer service software makes possible the objective measuring of the staff's work efficiency, the number of customers served daily, the time spent with service and administration and the duration of breaks. Rewarding, correcting and taking HR related decisions will not be just a matter of anticipation anymore.

Better executive decisions

Good decisions and efficient strategy requires accurate information. Using the CDS 3.0 customer service software, the management of a local branch or a nationwide network can keep an eye on the current events. Using the statistics, the strategy will be more consistent, bringing better results and performance.

Centralized management and reports

The CDS Mainframe makes it possible to control an unlimited number of branches and ticket dispensers from a single location. Spread over a region, a country or internationally, you will never lose sight and control over your operation. Log in from anywhere, check the current status or look back to analyse historical data, compare, evaluate and improve.

TECHNICAL SPECIFICATION	
ONLINET CDS BASIC Basic module	Log-in and out • Customer calling, transfer and closing • Priority management, service closing • Service time measure, alerts on overpassing preset limits • Change of service, staff break management
ONLINET CDS MANAGER Monitoring and statistics module	Waiting times of currently waiting customers • Display of selected services distribution • Display of desk status within a branch • Display of logged-in staff status • Alert on overpassed waiting time limits with colour codes • Web-based, central configuration and statistics
ONLINET CDS CLOSING CODES Closing codes module	Record of service results • Better follow-up on customer history and data • Registering notes regarding the service
ONLINET CDS EDITOR Screen and ticket editor module	Edit the main screen design of the ticket dispenser • Edit the main screen menu of the ticket dispenser • Edit the design and content of the ticket • Multi-language menus and tickets • Flash animation/videos and tickers on the ticket dispenser
ONLINET CDS VIP VIP customer management module	Display of unique menu • Staff selection by name and picture • Two level VIP customer management • Card reader management • Customer data and history display on the staff's workstation
ONLINET CDS VOICE Voice calling module	Multi-language calling • Voice calling and signal separation into separate waiting areas
ONLINET CDS AUTOMAT Automated tasks module	Automatic staff log-in • Automatic customer calling • Special customer distribution management

RECOMMENDATION

- Banks, Building Societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv service suppliers
- City and District Councils
- Registry offices
- Tax, Custom and Revenue Offices
- Public utility companies
- Post offices Embassies, Consulates
- Governmental institutions
- Solicitor and Notary Public offices
- Malls, Supermarkets, Store chains
- Healthcare institutions
- Educational institutions
- Real estate agencies
- Conference and sport centres

ACCESSORIES AND OPTIONS

- **CDS DESK**
  Staff software terminal
  - customer calling (manual or automated) - customer transfer (desk, service, member of staff
  - start and finish of service
  - registration of the result of service with closing codes
  - change of service at desk
  - managing waiting list and VIP customers - managing breaks
  - alerts in case of overpassing preset limits
- **CDS WEB BOOKING**
  Online appointment booking software. Customers can book appointments on the company's website to a specific branch, service, date and time.
- **CDS SMS ALERT**
  Customer notifier before calling. This software module makes it possible for the waiting clients to register their mobile number in order to not sit and wait in the Customer Service. Before calling, the customer receives a text message with a notification to return to the Customer Service.*
- **DASHBOARD**
  Visual management reporting and monitoring system. See your branches on a map, highlight the most important identifiers and get alerts instantly if set values has been crossed.
- **iBOOKING**
  Smartphone application for your customers to find the nearest branch, book an appointment and leave a feedback about their experience and level of service.

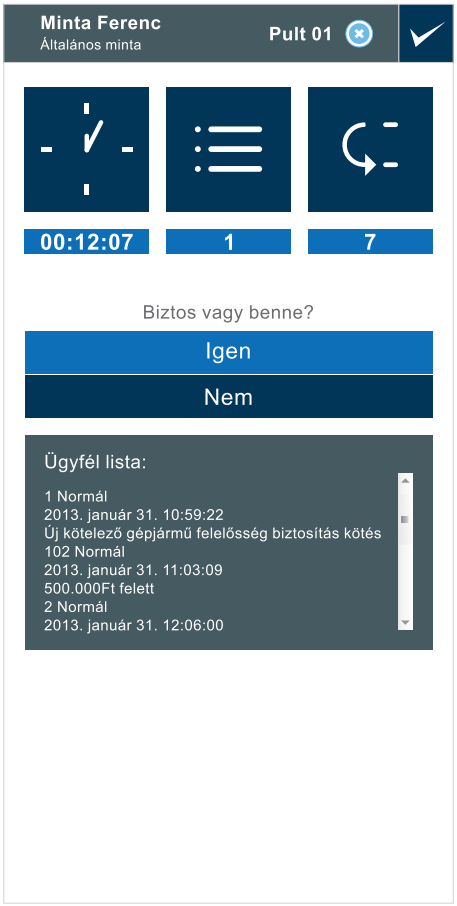
RELATED SERVICES

- Consulting
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems

* Requires GSM adaptor (hardware)

CDS DESK

CDS3-D



Clerks can handle and manage with this virtual terminal the customer flow at branches or customer service over own PC. In addition it allows to record the outcome of administration of each client and allows even more sophisticated measurement of customer service efficiency.

BENEFITS

- Software runs under Windows Operating System
- Space saving solution
- Pop-up like functionality on the screen
- Buttons named according to functions
- Drop-down menus
- Built-in help
- Web-based application, no installation required

TECHNICAL PARAMETERS

- Log-in and out
- Calling next customer
- Automatic calling of new customer
- Calling of given ticket number from list
- Calling of customer waiting for given service
- Transfer to counter
- Transfer to service
- Transfer to clerk
- Service change at the counter
- Software runs under Windows Operating System
- Space saving solution
- Pop-up like functionality on the screen
- Buttons named according to functions
- Drop-down menus
- Built-in help
- Recording of administration time
- Notification on administration time limits
- Waitlist management
- Input of closing or product code
- Administration closing by separate services
- Final closing of client administration
- Closing of client with "not arrived" comment
- Automatic calling of customer after task closing
- Management of clerk breaks

CDS VOICE

CDS3-V

The CDS VOICE is a complementary and optional module of the CDS software. The software application makes possible to use voice messages when a new ticket number has been called and displayed instead of the simple chime sound played in the standard version of the system. The voice calling module is already available in several languages, however customization is possible in each case apart.

BENEFITS

- Clear reinforcement for the clients about the called ticket number
- Clear call even in areas from where the displays are not visible
- Reduced number of mistakes
- Faster service
- Reduced queues
- Less stress in finding the way to the right serving position
- More comfortable waiting

HOW IT WORKS

The customers in the waiting area besides a visual alert on the central and counter displays will also get an audio alert of the called numbers. Every time a new number is displayed, a voice on the selected language will request the client to go to a certain desk. For example if the ticket number 231 has been called to desk number 5, the voice message will be similar to the following "Client number two hundred thirty one please go to position number five".

CDS FEEDBACK

CDS3-F

The CDS FEEDBACK is a complementary and optional module of the CDS software. It is also the budget alternative of the 3-in-1 customer feedback terminal. The software module is installed on the ticket dispenser, being accessible from the main menu on the touch screen. Clients can leave feedbacks about their experience or can be surveyed on different topics. All answers and feedbacks become integral part of the overall statistics.

BENEFITS

- Better communication with the clients
- Customer-friendly company image
- Real service evaluation
- Hidden problems revealed
- Monitoring and comparison of feedback between branches and locations
- More satisfied and loyal customers

HOW IT WORKS

After being served at the serving position, the customer can return to the ticket dispenser terminal, select the feedback from the main menu and leave a short feedback. The feedback can be fully customized, offering for example 3 smiley icons to choose from, reflecting the customer's experience or it can be a simple question with some possible answers. The feedback can be also used to survey the clients on new products or services.

CDS SMS ALERT

CDS3-S

Using the CDS SMS software, if there are many people waiting for the same service, the queuing system will offer the customer the option of entering his mobile number. During the waiting time the customer doesn't need to stay in the customer waiting area. The system will send an automated SMS/Text message when the time is close enough for the client to be called, so he can return comfortably.

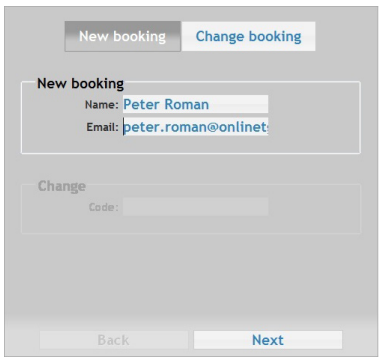
The CDS SMS software can be customized. In one of the unique versions already working in practice, the customers after 8 minutes of waiting, as a reward for their patience will get an SMS/Text message with a unique code which entitles them for a free coffee.

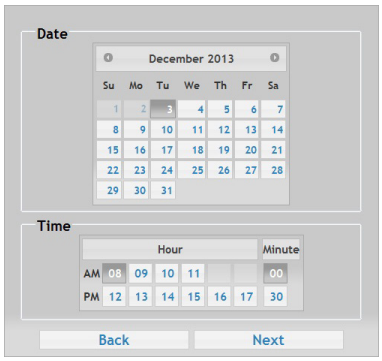
BENEFITS

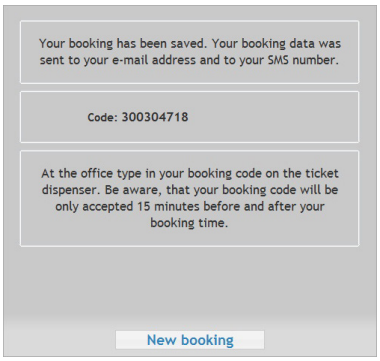
- Avoid congestion in the customer waiting area
- Customer friendly image
- Stress-free environment
- Strengthen customer loyalty
- More effective work

CDS WEB BOOKING

CDS3-ONL






Your booking has been saved. Your booking data was sent to your e-mail address and to your SMS number.
Code: 300304718
At the office type in your booking code on the ticket dispenser. Be aware, that your booking code will be only accepted 15 minutes before and after your booking time.
New booking

The CDS BOOKING is a complementary module of the CDS software. With the software's help the customers will be able to book appointments to a specific office, branch or shop.

The CDS BOOKING ONLINE is a software module integrated into a company's own website, offering its clients the possibility of booking appointments using their web services.

BENEFITS

- Booking on multiple channels
- Projectable work volume
- Projectable customer volume
- Faster service
- Reduced queues
- Stress-free environment
- Satisfied customers
- Avoid conflicts and delays (code with expiry time)
- Fully automated system

HOW IT WORKS

THE BOOKING PROCESS

If it's a new booking, the system will first request a name and an email address. In case of an existing booking will request the booking code. After selecting the location and the service on calendar, the available dates and times will be displayed. If the desired time is free, after selecting it, the software will generate a booking code.

AT THE CUSTOMER SERVICES

After arrival, the customer enters the booking code on the ticket dispenser's screen then takes the printed ticket. The system will jump the customer to the top of the virtual queue and the staff will be notified that a pre-booked customer has arrived. There is an option to set an expiry time related to the time selected during the booking. If the customer didn't show up in this time interval, his booking will expire.

CDS VIP

CDS3-VIP

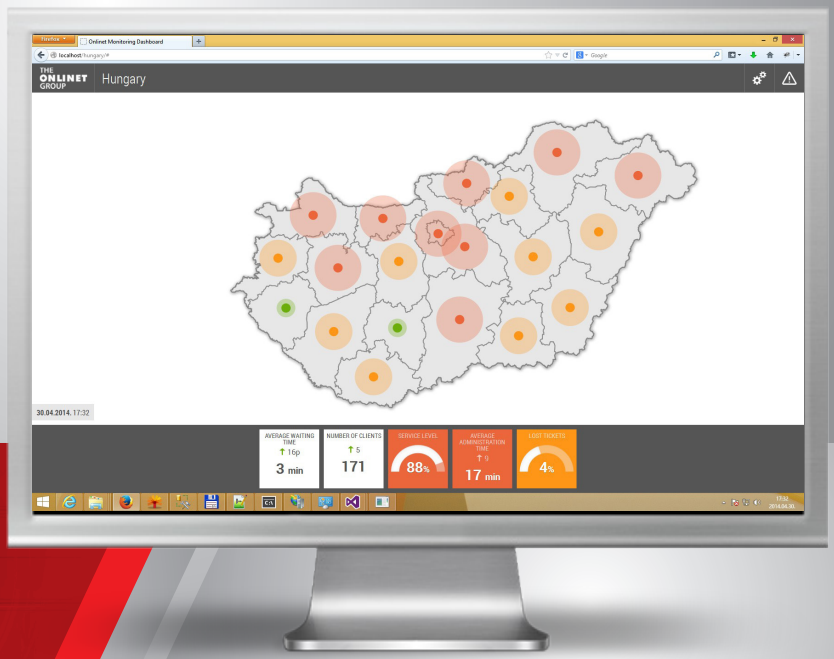
The CDS VIP is a complementary and optional module of the CDS software. It has two major purposes: helps identify customers and release the potential of serving the valued customers in a different way than the average. The software module requires a hardware installed in the ticket dispenser that helps identifying customers and release the potential of serving the valued customers in a different way than the average. This hardware can be a card reader, barcode scanner, ID card or passport scanner. The solution also requires the software to be linked to the existing system or database in order to associate the data read at the ticket dispenser terminal with the information stored about the customer.

BENEFITS

- Faster service
- Custom welcome screen
- Custom services
- Special services only for a special group of customers
- Client data or customer history displayed before the arrival of the client to the serving position
- Forms pre-filled after identification to save time
- Better cross sales options
- Better statistics and strategy
- More satisfied customers

Management information in an instant

Information is power. In times when decisions has to be made quickly and efficiently, delaying an important action can be fatal in business. Overviewing complicated reports and statistics can be not only time consuming but also an obstacle in taking executive decisions in an instant. Leaders need solid foundations for their decisions, but do not have time to overview comprehensive tables or endless lists of figures. Information has to be not only immediately available but also up-to-date, easy to overview and 100% relevant.



DASHBOARD

CDS3-DASH

QUEUE MANAGEMENT SYSTEMS → SOFTWARE

DASHBOARD IS A VISUAL MANAGEMENT INFORMATION TOOL THAT ALLOWS EXECUTIVES ON EVERY LEVEL TO OVERVIEW IMMEDIATELY THE CURRENT STATUS OF THEIR CUSTOMERS SERVICES TAKING BETTER DECISION MUCH MORE QUICKER, ALWAYS MAINTAINING THE HIGHEST LEVEL OF EFFICIENCY.

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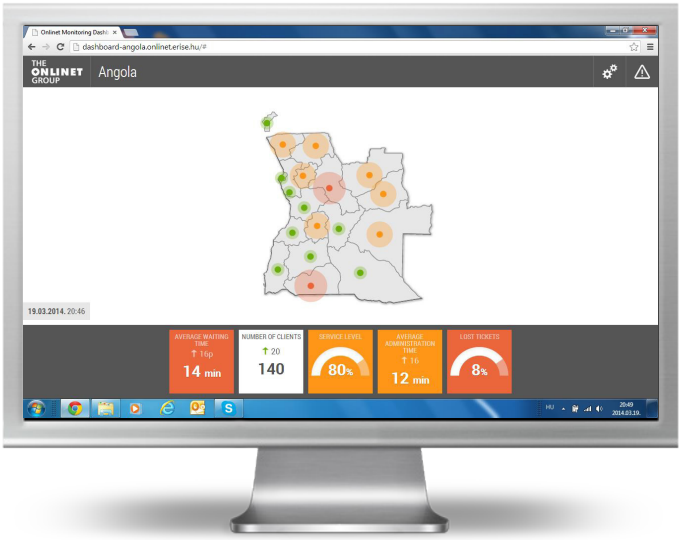
DASHBOARD

Features and benefits



A whole country on a screen

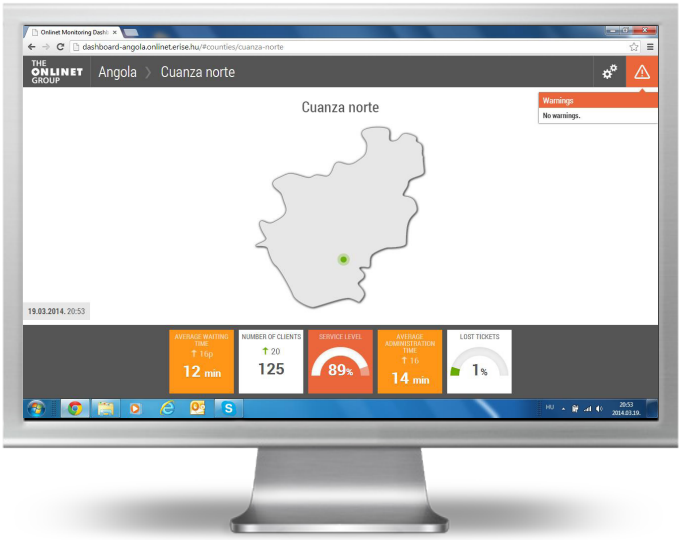
The greatest benefit of Dashboard is that offers the user a graphic platform that makes the overview of the company's activity in the whole country easier than ever. The map of the country is displayed on the main screen divided by regions or counties. All offices or branches are marked by circles offering visual feedback on the number of customers waiting, the reach of preset targets or any other important indicator. Simply clicking on a region or branch will reveal further details, but only those which are important for you.

Faster than ever

The graphic visualization allows the user to overview a country wide or region based situation in an instant. Alerts are also displayed immediately if preset values have been overpassed. Taking important decisions based on up-to-date, reliable and immediately available data should be only a matter of minutes.

Tailored for your needs

Average waiting times are more important for you than service times? Performance of your staff has to be an indicator always on top of your list? Are you in a campaign and want to know how the market responds to it? The Dashboard can be tailored to your needs not only in terms of geographical, language or business specifications but also highlighting those indicators which are the most important for you.



CHARACTERISTICS

- Add-on module for CDS/CDS Mainframe software application
- Web-based application, accessible virtually from anywhere
- Indicators and data refreshed even every 30 seconds
- Multiple language selection
- Tailored design with company logo, colours and services
- Alerts for pre-set values
- Custom country map with predefined regions or counties
- Custom position of branches on the country and region maps
- Tailored indicators on the bottom of the main screen for the most important characteristics
- Immediate visual feedback on maps about individual branch status
- More details displayed by simply clicking on a certain point on the map

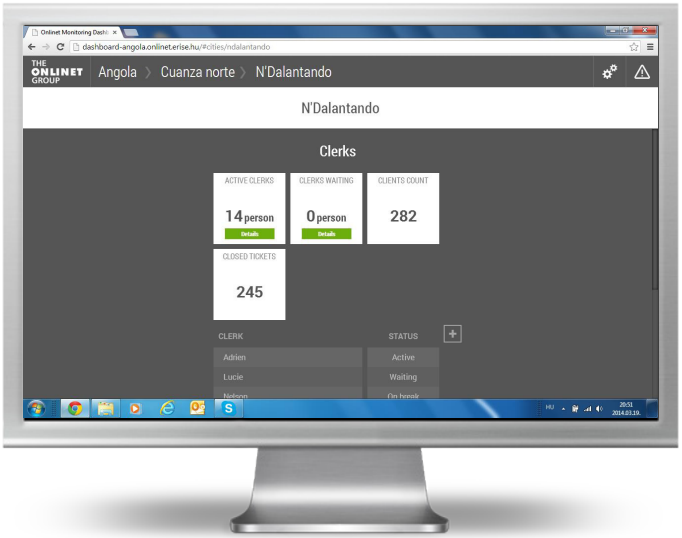
RECOMMENDATIONS

- Banking, Insurance and Financial
- Retail
- Public utility
- Telecommunication
- Local and national government
- Education
- Hospitality
- Transport

GENERAL BENEFITS

- Immediate overview of the branches status nationwide
- Immediate overview of the branches status in a region, county or city
- Less time spent analyzing reports and statistics
- Up-to-date information immediately available
- Better decisions based on reliable data
- Better strategy
- Increased productivity
- Measurable staff efficiency
- Measurable sales efficiency
- Increased profitability

Benefits by some departments



BRANCH MANAGEMENT

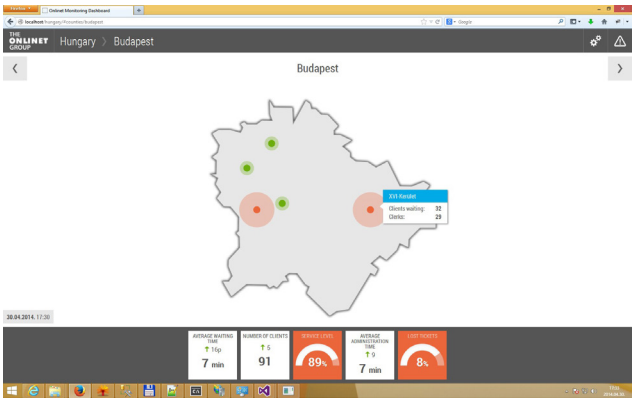
- Local staff performance
- Local customer waiting times
- Branch performance comparison

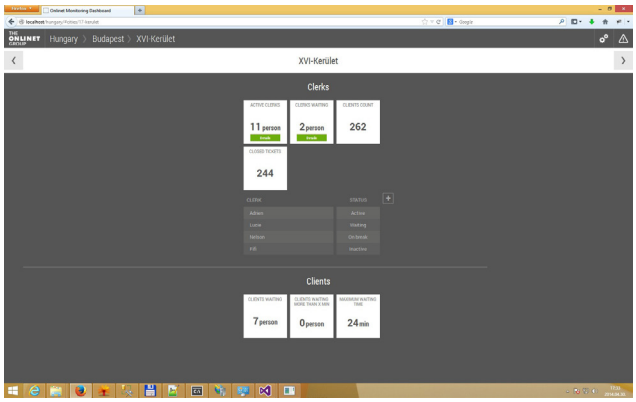
HUMAN RESOURCES

- Staff efficiency
- Staff productivity
- Real working time

SALES AND MARKETING

- Rate of sold/offered products or services
- Average time to sell a product or service
- Marketing campaigns efficiency





The future of Queue Management

A successful business is able to reach its customers wherever they are. Mobile technology and smartphones has become part of everyday life and the platform for doing business faster and easier. Queue Management System has changed once and for all the way we think about waiting, queuing or customer service. The use of smartphones will bring again the revolution of efficiency and productivity in serving customers.

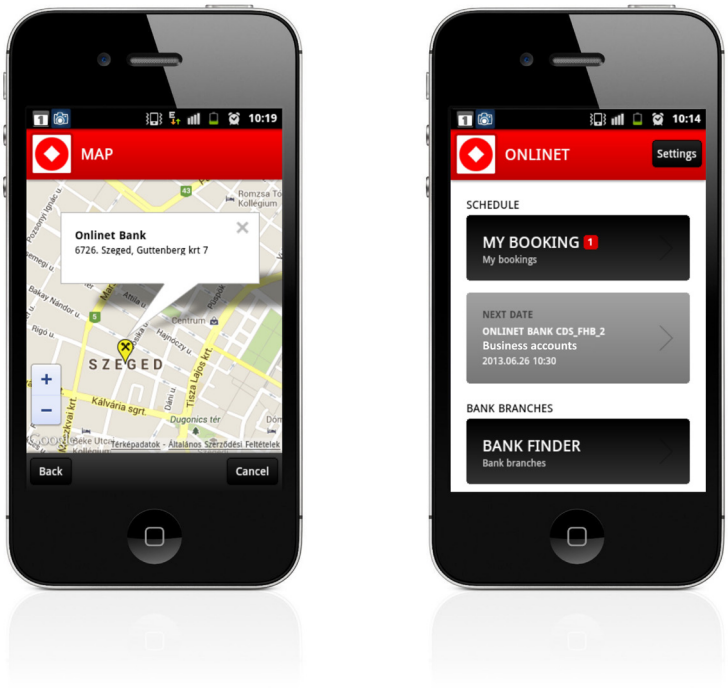
iBOOKING
BOOK-B

QUEUE MANAGEMENT SYSTEMS → SOFTWARE

IBOOKING IS A SMARTPHONE APPLICATION THAT WILL ALLOW THE USER TO FIND THE NEAREST BRANCH, TO BOOK AN APPOINTMENT AND LEAVE A FEEDBACK ABOUT THE SERVICE LEVEL ON THE GO.

THE ONLINET GROUP

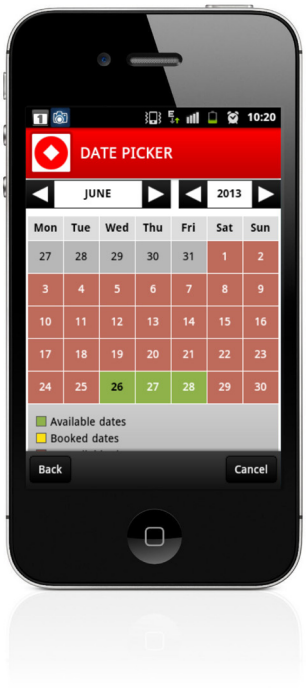
Features and benefits



FIND iBooking allows the user to find the nearest branch or office using the smartphone's GPS. The result will be displayed on a map, showing the fastest route to the nearest location. The app will provide information about the branch such as opening hours, exact address, phone number or email address. Calling the branch or sending an email will be only a click away.

BOOK After selecting a specific branch and choosing a service from the list of services provided, the user will be able to book an appointment for a specific date and time. A calendar will show the available dates and times. The chosen date and time can be saved as a reminder in the phone's own calendar, the branch selected can be saved as a favourite and the confirmation number of the booking will be also stored. At the arrival to the branch, the user will simply type in his booking code on the ticket dispenser terminal's screen to be called for his booked appointment.

SHARE iBooking allows the user to leave a feedback about his experience at the branch. Besides customizing the full design of the app to meet the company's standards, the feedback you request from your customers can be also customized. Besides asking questions about satisfaction, customers can be also surveyed on new products or services.



CHARACTERISTICS

- Buy or rent options available
- Available for iOS, Android and WindowsPhone
- Custom design including company logo, colours, branch locations and service lists
- Easy to install and use
- Easily expandable to include new locations and branches
- Booking recorded in the Onlinet CDS Mainframe software
- Bookings and feedback become essential parts of the statistics and management reports

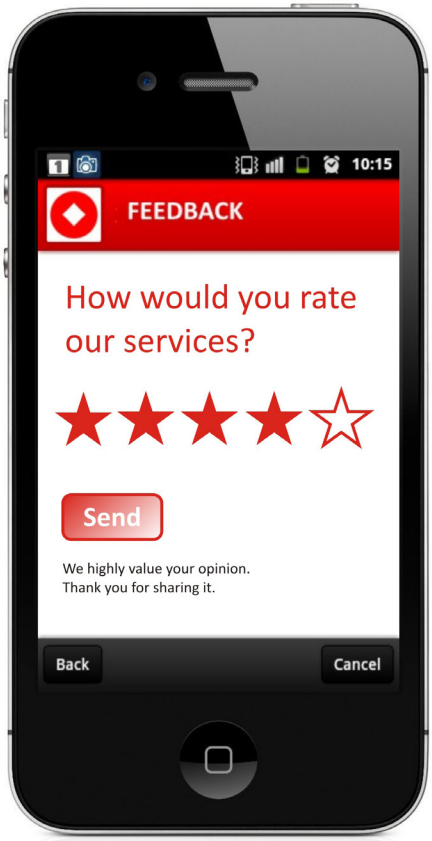
RECOMMENDATIONS

- Banking, Insurance and Financial
- Retail
- Public utility
- Telecommunication
- Local and national government
- Education
- Hospitality
- Transport

BENEFITS

- Reaching clients on a new platform
- Reaching clients while on the go
- Increased efficiency by service planning through booking
- Planned workload and human resources
- Faster and more efficient service
- Increased number of clients served in a day
- Reliable image of strengths and weaknesses through client feedback
- Better product and service development
- Increase in sales efficiency
- Increase in staff performance

10:21
ONLINET
2013.06.26 10:30
Business accounts
ONLINET GROUP
6726. Szeged, Guttenberg krt 7
Booking code
109704715
2013.06.26
10:30
Booking has been successfully saved!
Finish


10:15
FEEDBACK
How would you rate our services?
Send
We highly value your opinion.
Thank you for sharing it.
Back
Cancel

The new face of online customer experience

Promoting brand awareness, selling online or offering technical support is a vital part of all websites willing to reach their customers on the worldwide web. While selling online often is straight forward, sometimes an expert's advice is needed to finish a purchase. Introducing a new brand or product on the market is always easier if somebody can explain their benefits. A technical support in many cases can't wait days or even hours, it has to offer help immediately. Is your website prepared for these challenges?

ONLINET *LIVE*

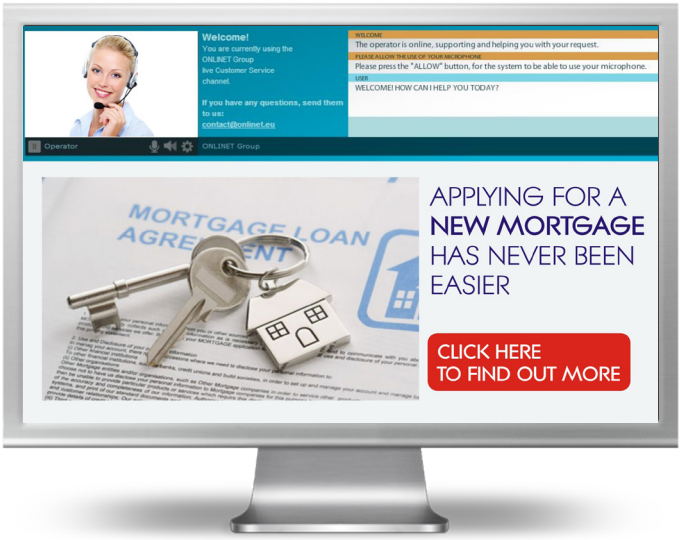
LIVE-B

QUEUE MANAGEMENT SYSTEMS → SOFTWARE

→ ONLINET LIVE IS A UNIQUE WAY OF COMMUNICATING WITH YOUR CUSTOMERS ON YOUR OWN WEBSITE. FORGET THE EMAIL, THE CALL CENTER OR THE ONLINE CHAT. TALK TO YOUR CUSTOMER. LISTEN TO HIS REQUEST AND ANSWER HIS QUESTIONS IN AN INSTANT. ALLOW HIM TO SEE YOU WHILE TALKING, INCREASING THE LEVEL OF TRUST. SHARE THE SCREENS AND GUIDE HIM ON YOUR WEBSITE OR THROUGH A PROCESS BY TAKING TEMPORARY CONTROL OVER HIS DESKTOP.

THE ONLINET GROUP

Features and benefits


Welcome!
You are currently using the ONLINET Group live Customer Service channel
If you have any questions, send them to us:
contact@onlinet.eu
The operator is online, supporting and helping you with your request.
Please press the "ALLOW" button, for the system to be able to use your microphone.
WELCOME! HOW CAN I HELP YOU TODAY?
Operator
ONLINET Group
APPLYING FOR A
NEW MORTGAGE
HAS NEVER BEEN
EASIER
CLICK HERE
TO FIND OUT MORE

Finding the relevant content

Websites can be sometimes confusing especially for unexperienced users. Browsing through large amount of information to find the one that is relevant can be time consuming, leading the client to abandon or postpone the task. Finding a contract sample, a technical specification for a product, information about a specific service or simply the relevant postal address for sending correspondence can be made easier for the user.

Advice of an expert

Making the perfect choice is always the ultimate goal for every customer, when buying a product or a service. The harder the choice, the more the options, it is more likely that the purchase will be canceled or delayed. The friendly advice of an expert will increase exponentially the chances for the customer to hit the "BUY" button at the end of the session.

Hand in hand guidance

Following a step by step online process, to finally reach the desired goal sometimes can be a struggle in a labyrinth. Instead of just telling what to do, temporarily taking over control of the customer's desktop can transform a nightmare into a smooth transition. Practical help besides friendly guidance will be always rewarded by customers with loyalty.

Technical support: right here, right now

When troubles and difficulties get in the way, every hour seems an eternity. Finding a relief for a problem, getting advice in a difficult situation straight away, without the need of waiting could rise any company to be a superstar for his customers. Taking care of existing customers with a similar passion as seeking for new ones should be a primary goal for every company. Such a customer care will always create a strong bond, nurturing customers who will return over and over again.

CHARACTERISTICS

- Live video, voice and chat features
- File, link and desktop sharing features
- Website, email, social media integration
- No installations required on the user side
- Easy to integrate into any website
- Queue control: indication of the number of people waiting to be served
- Transfer between operators (depending on relevant skills, area of expertise or department)
- Statistics
- Customized design and features (supervisor monitoring, recordings, dedicated search, etc.)
- Ideal for both B2C and B2B environments

RECOMMENDATIONS

- Banking, Insurance and Financial
- Retail
- Public utility
- Telecommunication
- Local and national government
- Education
- Hospitality
- Transport

BENEFITS

- Increased number of website visitors
- Increased number of conversions
- Better company image
- Increased sales efficiency
- Higher customer satisfaction
- Increased customer loyalty
- Increased efficiency in overall customer service
- Better marketing communication
- More efficient and faster technical support

Frequently Asked Questions

I have a very good and easy to use website. Why would I need the ONLINET LIVE?

Offering to customers the chance to get personally in touch with a member of your company will increase the level of trust. Without the chance to understand and talk to your customers directly, the decision very often will be reduced to purchase the product with the lowest price. Explaining why are you a better choice than your competitors or simply showing that you care in a personal manner for your customers, will dramatically increase your sales, productivity and efficiency.

Why would I need the ONLINET LIVE when I can use services like Skype for free?

Free communication services such as Skype were designed for private use and also their copyright does not allow the use for business purposes. These services require certain accounts to be registered, will require the customer to install the application and has several limitations in its features. ONLINET LIVE was designed for the business environment, being easy to integrate in a website or social media, offering features as queue control, transfer between operators or desktop sharing.

How secure is this type of communication?

All communication between visitors, operators and the ONLINET LIVE server can be secured by SSL. Operators log in via a secure HTTPS connection and their passwords are matched against strongly-hashed, salted passwords.

Do you know what your clients are really thinking?

How do you know if you are doing something good or wrong in business? If you don't know that something is wrong, how are you going to fix it? Ask your customers! In most of the cases, we realize that something is wrong, that something does not work well and that we need to change something when we face the consequences. Decreasing income, dissatisfied and falling away customers.

3-IN-1 FEEDBACK

WT23-W

QUEUE MANAGEMENT SYSTEMS → ACCESSORIES

THE 3-IN-1 FEEDBACK IS A TOOL THAT REQUESTS AN INSTANT OPINION FROM YOUR CUSTOMERS AT THE END OF THE SERVICE OR PURCHASE. YOU WILL KNOW EXACTLY WHAT YOUR CUSTOMERS ARE THINKING AND WHAT TO DO TO SEE THEM AGAIN.

THE ONLINET GROUP

3-IN-1 FEEDBACK

Features and benefits

Instant feedback

A follow-up survey, even if it was done over the phone, in written or online has many traps. From one side, only a small percentage of the customers will answer, it covers only a specific period and also could cost a lot. The 3-IN-1 FEEDBACK makes it possible for every customer to give feedback at the end of the service or purchase, but before leaving.

Greatness in simplicity

Complicated surveys that request a lot of information will sometimes keep customers away from answering. The 3-IN-1 FEEDBACK as default offers the choice of selecting one of the 3 main icons, smiling, indifferent and sad face. The application can be customized upon request.

More accurate statistics

The customer answers collected by 3-IN-1 FEEDBACK becomes vital parts of the ONLINET queue management system statistics.

Marketing near at hand

3-IN-1 FEEDBACK makes possible for your clients to watch commercials or other marketing materials during the time of service. The delivery of important messages to your audience will be done more efficiently.

RECOMMENDATION

- Banks, Building societies
- Insurance companies
- Shoe and fashion stores
- Mobile, internet, cable tv suppliers
- Self-service restaurants, small and medium sized shops
- Galleries, museums
- Travel agencies, tourist information points, car rentals
- City and District Councils
- Registry/Tax Office
- Solicitor and Notary Public offices
- Malls, Supermarkets
- Store chains
- Healthcare institutions
- General practitioners
- Real estate agencies
- Consulates, Embassies
- Ministry buildings

TECHNICAL SPECIFICATION	
Housing:	special, multi-layered, tough and glossy material with desktop support
Screen:	10" WXGA TFT touchscreen
Resolution:	1280x800 or better
Processor:	1 GHz dual core or better
RAM:	1 GB or better
Internal storage:	16 GB or better
Additional storage:	MicroSD
Operating system:	Secured Android
Communication:	Wi-Fi
Software features:	Display of called ticket numbers Display of desk/position number Display of advertising Display of announcements Customer feedback surveys (touch activated) Reports and statistics integrated into core Queue Management software

RELATED PRODUCTS

CDS FEEDBACK BUTTON

FB04-B

- **Characteristics**
  - Plastic housing
  - Foil pushbuttons
  - Max. 10 pushbuttons
  - Model without screen
  - USB connection to PC
- **Advantages**
  - Ergonomic design
  - Robust cover
  - Cost saving
  - Easy to use
- **Custom design**
  - Company logo and name placement
  - Custom colours
  - Custom number of pushbuttons
  - Custom designed pushbuttons (smiley, numbers, text)

ACCESSORIES AND OPTIONS

- Consulting
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Spare parts supply
- Operation
- Custom development and design

ECO counter calling terminal

CCTE-B

The hardware counter calling terminal, as an alternative for the software terminal, is a crucial component of the customer management, from the staff perspective. The device makes possible to follow up on the waiting customers, to call a new customer, to start and close the service. The counter terminal's activity will be recorded in the central statistics.

TECHNICAL PARAMETERS

- 4 character, small sized LED display
- Power supply: 12V
- Communication connector: RJ11
- 2 buttons
- Easy to handle, ergonomic design

SIZES	Width	Depth	Height
	82 mm	22 mm	116 mm

FUNCTIONS

- Call of new customers and strat of service
- End of service
- Before calling: Displays the number of customers waiting
- After calling: Displays the ticket number of the customer just called

PRO counter calling terminal

CCTP-B

The hardware counter calling terminal, as an alternative for the software terminal, is a crucial component of the customer management, from the staff perspective. The device makes possible to follow up on the waiting customers, to call a new customer, to start and close the service. The counter terminal's activity will be recorded in the central statistics.

The PRO model, besides basic functions, performs various extra tasks, such as customer transfer or closing code attachment to the service.

TECHNICAL PARAMETERS

- 128x64 pixel OLED display
- Power supply: 12V
- Communication connector: RJ11
- 17 buttons
- Easy to handle, ergonomic design

SIZES	Width	Depth	Height
	106 mm	54 mm	176 mm

FUNCTIONS

- Graphical display of data and functions
- Log-in and out
- Active status monitoring
- (Automatic)Call of new client
- Call of a specific ticket number
- Transfer client to counter
- Change of service at the same counter
- Management of waiting list
- Closing code / Product code input
- Closing service for different tasks
- Final closing of service
- Closing of client with "not arrived" comment
- Automatic calling of customer after task closing
- Management of staff breaks

RF counter calling terminal

CCTR-B

The hardware counter calling terminal, as an alternative for the software terminal, is a crucial component of the customer management, from the staff perspective. The device makes possible to follow up on the waiting customers, to call a new customer, to start and close the service. The counter terminal's activity will be recorded in the central statistics.

The RF (radio frequency) terminal's advantage is that it does not require cabling having a wireless operation. Requires an RF receiver unit in the ticket dispenser. Available for the iQ7 models only.

TECHNICAL PARAMETERS

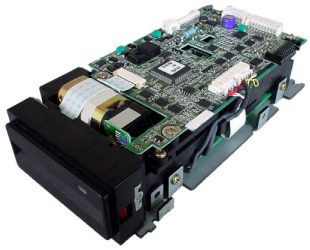
- 43 push buttons
- LED indicator
- 5V micro USB charger
- Black colour
- 868 Mhz radio frequency

SOFTWARE FEATURES

- Call client
- Close client
- Transfer client to a predefined desk
- Check if there is any waiting clients
- Device ID programming

Card Reader

Q-C



The reason of installing a card reader in ticket dispenser terminal or kiosk is the customer identification. The customer identification at the queuing terminal/kiosk results in a faster service and offers the possibility of customized services for clients. In case of a financial institution this can be a bank card based identification, offering the option of creation of special services for VIP/valued customers. In case of a retail shop this can be a bonus/loyalty card based identification. The number of applications are almost endless.

➔ **Models:**
- Engine driven card reader for magnetic stripe and chip cards
- Contactless card reader

Power supply

PS12

The power supply is used for counter calling terminals, LED counter and central displays. One power supply is recommended to be used for each central display and every 5(five) counters/desks/cashiers.

➔ **Features:**
- Input voltage: AC 230V
- Output voltage: DC 12V

Signal distributor

SD10

The signal distributor is a network switch that controls the communication between the queuing terminal and counter calling terminals, LED counter and central displays.

➔ **Features:**
- Besides the queuing terminal connection of additional 10 equipments
- RS485 communication standard

Speakers

SP02

Installed into the queuing terminal or above the false ceiling, the speakers will play a signal every time a new customer is called and a ticket number is displayed on screens. If the CDS Voice software module is used, the customers will be called using a multiple language voice calling feature.

Traditional and vandal proof keyboard

VS01

For SmartQ or MultiQ

If the use of the ticket dispenser or information kiosk requires data entry it is possible to install the original QWERTY keyboard besides or instead of virtual keyboard. In case the terminal might be exposed to vandalism we suggest the application of vandal proof version.

Uninterruptible power supply

Q-UPS

The uninterruptible power supply installed into the queuing terminal has two major duties. Firstly will protect the terminal from any potential damage caused by distorsion in the electrical network (e.g. Voltage spikes caused by lightning). Secondly, during short blackouts will supply energy to keep the terminal running and during long blackouts will allow time for data to be saved and the system to be shut down securely.

➔ **Features:**

- 650VA capacity
- approx. 5-10 min. backup time
- Efficiency even 97,8%
- Battery charging time: 8 hours

GSM gateway

Q-GSMG

Used in conjunction with CDS SMS and CDS Booking SMS software modules

The GSM gateway will allow the SMS/Text booking and alert software applications to run. In order to operate the device, a SIM card and a mobile account, at one of the preferred operators will be needed. The SIM card will be procured and the related fees will be supported by the end-user.

Barcode scanner

Q-BCSC

Using the barcode scanner, documents, ID's or cards containing barcodes could be read and their owner identified. The application area is very wide, from the banking and retail, through healthcare, to the governmental sector.

➔ **Features:**

- Reading of 1D and 2D barcodes
- Omni directional reading
- Built-in LED light
- Imaging characteristics: 640x480p resolution

Passport and ID scanner

Q-PSSC

Using the passport and ID scanner the identification of the clients can be done before taking a ticket, shortening the waiting time and making the service faster. It is an ideal solution for embassies, local authorities, governmental institutions or at any customer services where such an identification method is used..

➔ **Features:**

- Full page passport/ID scanner (IR and natural light source)
- e-Passport (biometric chip) RFID reader
- 300 dpi resolution
- 100x130mm reading window
- No moving parts

Web camera

Q-CAM

The web camera creates the possibility of communication between the customer and staff when used as part of the Virtual Staff solution. The web camera will be useful also in kiosk applications where video recording or picture taking is required, like creation of entry badges or client cards.

➔ **Features:**

- 1080p HD resolution
- Automatic focus
- Built-in microphone
- Wide optics
- Good quality image even in poor light conditions

Microphone

Q-MIC

The microphone creates the possibility of communication between the customer and staff when used as part of the Virtual Staff solution. The microphone will be useful also in kiosk applications where voice recording is required, like recording of client feedback or complaints.

Paper roll

TP80

The Onlinet paper rolls by their ideal composition will guarantee a smooth running and a long lifetime of the ticket dispenser. Using the not appropriate type of paper could cause faults of the ticket printer, will require more regular cleaning and maintenance, shortening the lifetime of the device. The back of the paper rolls can be customized with logos, graphics and text.

- 3" width
- 130m length
- approx.1300 tickets (in case of 10 cm ticket length)

Magnetic foil as unique advertising tool

MF23

Used in conjunction with MultiQ

The front cover of MultiQ is big enough to become an advertising platform. Make your system unique and approach your customers with an eye catching advertising. Any colorful and unique graphic element or composition can be printed on the foil. The foil itself is made of a strong vinyl that sticks to the metal cover just as a fridge magnet, so its application or exchange does not require a specialist. It is an ideal solution during campaigns, promotions, product introductions, brand awareness building or just simply to provide a unique outfit.

Self-service and information kiosks

What is this?

First of all, is a solution by which your customers have access to information and can make transactions, increasing the turnover and customer satisfaction. In the same time your staff relieved from many routine tasks, like answering general questions, will spend their valuable time with the real customers. Secondly is an IT system with hardware and software components, which consists of the following elements:

- Information or self-service kiosk
- Secure browser or tailor-made application

How does it work?

The information kiosk can be placed in a customer waiting area, the shopping space of a supermarket, in a mall, in the lobby of a hotel or office building and with special outdoor case even on airports, subway stations or on a walking street. The touchscreen of the kiosk represents the navigation surface, by which the user can get the requested information. Equipped with card reader, keyboard, camera or even printer, can be used as a transactional kiosk. From the simple internet kiosk or tourist information point to the bank account statement printing, the kiosk's applications has no limits.

What benefits will it bring to you?

- Services accessible even 24/7 (outdoor kiosk)
- Staff relieved from many routine tasks
- Increased number of daily transactions
- Unique advertising tool
- More positive company image
- Increased sales efficiency
- Increased revenue

THE ONLINET GROUP

The tireless workforce

How many more customers would you be able to serve, if you had one more helper or your opening times were longer? Maybe you will never know. As an information kiosk will be available for those who are only visitors today, but could turn into customers tomorrow. As a self-service kiosk will be available for those clients who are in a hurry or for whom you haven't got enough time.

SmartQ / IQ Max 12

SQ19-A-0-0 / IQ12-W-0-0

SELF-SERVICE AND INFORMATION KIOSKS → **KIOSKS**

→ KIOSK IS AN ADDITIONAL HELPER WHO WILL SERVE YOUR CUSTOMERS BESIDES OR INSTEAD OF YOU.

THE ONLINET GROUP

SmartQ / iQ Max

Features and benefits

The cure for „time thieves“

Daily, there could be dozens of people who, with their repeated questions and demand for general information, will steal your staff's precious time. Using the kiosk, the staff could spend their valuable time with real customers, ready to buy, while the kiosk will serve the visitors and those with a general interest.

No stop - No loss

While designing the kiosk, one of the important issues was safety. The robust metal housing and the optional vandal-proof keyboard, even when hardly used on a daily basis, can guarantee a long life with a proper operation. In this way, there is no stop, no empty cycle, no loss.

Faster means more

Some services required by customers can be handled quickly without the intervention of a human being. The kiosk makes the queues shorter, the administration and service faster and the number of customers served in a day higher. As a result, the income will increase and the cost to get a client will decrease radically.

The perfect workforce

How many clients are you loosing just because you do not have time for everybody? How many times do you repeat the same answers for the same questions in a day, instead of serving your real clients, ready to buy? Imagine that you have an employee, who answers all the questions of the visitors, serves your clients, never gets tired, never takes a coffee break and is always willing to work overtime.

ExeQ / MultiQ

EQ19-W-0-0 / MQ23-A-0-0

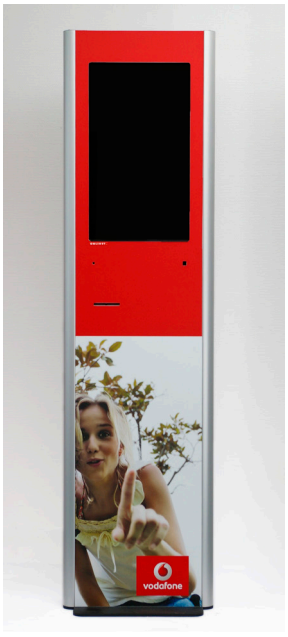
SELF-SERVICE AND INFORMATION KIOSKS → **KIOSKS**

A NEW EMPLOYEE MEANS MORE WORK DONE AND MORE INCOME. MEANS MORE WAGES AND TAXES ALSO. WELL, SOMETIMES IT DOESN'T!

THE ONLINET GROUP

ExeQ / MultiQ

Features and benefits



Master of routines

The main task of the kiosk is to provide information which eases the staff's work, handling most of the routine tasks. The staff could spend it's valuable time with real customers, ready to buy, while the kiosk will serve the visitors and those with a general interest.

Ready for everything

The kiosk as an option can be equipped with printer, card reader, biometric or barcode reader, proximity sensor, webcamera and speakers. In this way your customers will not only have access to information, but will be able to make transactions or to purchase using the kiosk.

Fast Lane for your customers

Some services required by customers can be handled quickly without the intervention of a human being. The kiosk makes possible for your customers to use a „fast lane" when requiring your services. The queues will be shorter, the administration and service faster and the number of the served customers in day will increase exponentially.

Masterclass of information display

Sharing information and documents with clients is an essential part of every business. Small places or large numbers of requests served in parallel requires an efficient, space saving, but comprehensive solution. Elegance and state-of-the-art technology meets in this wall mounted kiosk.

WEBTOUCH

WT23-W

SELF-SERVICE AND INFORMATION KIOSKS → KIOSKS

WEBTOUCH IS A PRACTICAL AND ELEGANT DOCUMENT MANAGING AND DISPLAYING TERMINAL, WHICH IS EASY-TO-USE, SAFE AND ALSO CLIENT AND ENVIRONMENT FRIENDLY.

THE ONLINET GROUP

WEBTOUCH

Features and benefits

Easy-to-use

Using the WebTouch terminal's touchscreen and user friendly web based application, searching, managing or displaying documents becomes not more than a child's play.

Maximum security

Documents are displayed in a pdf format, using a secure browser. This way, the documents can be read by the clients without the option of making any changes in them or navigating to other webpages.

Cost efficient operation

The heart of WebTouch terminal is specially designed and purpose built hardware that operates using low energy, able to display documents stored on a central server via Internet, without the necessity of using a PC.

TECHNICAL SPECIFICATIONS

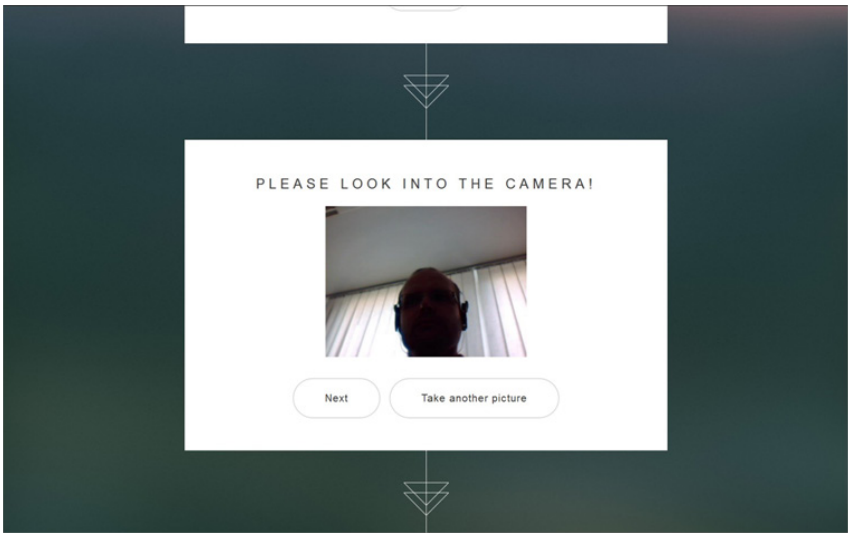
- Screen: 23" touchscreen
- Characteristics: Special PC free hardware with custom developed integrated board
- VGA connector
- HDMI In/Out
- Up to 4 USB 2.0 connections
- Audio out / Microphone in
- microSD socket
- 10/100 Ethernet connection
- Software: Android or LINUX operating system
- OPERA or other web browser
- PDF reader
- Optional virtual keyboard

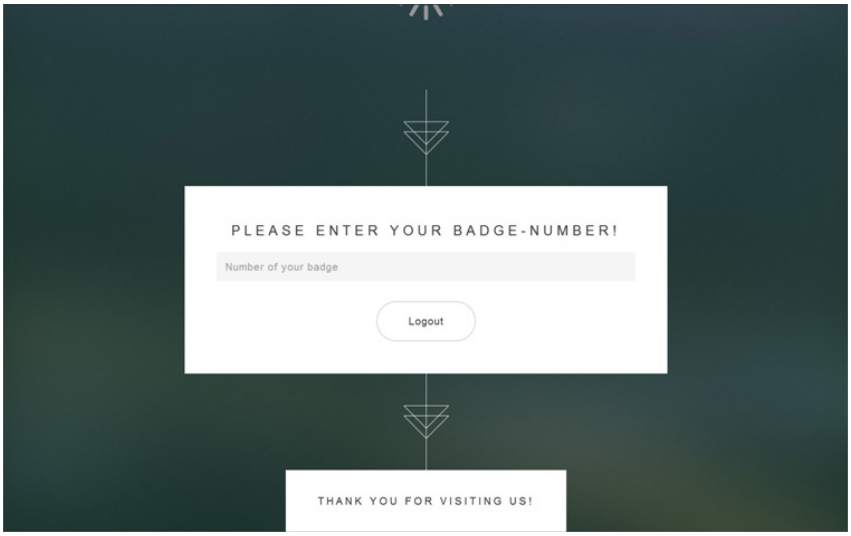
RECOMMENDATIONS

- Banks, Building societies
- Insurance companies
- Shoe and fashion stores
- Mobile, internet, cable tv suppliers
- Self-service restaurants, small and medium sized shops
- Galleries, museums
- Travel agencies, tourist information points, car rentals
- City and District Councils
- Registry/Tax Office
- Solicitor and Notary Public offices
- Malls, Supermarkets
- Store chains
- Healthcare institutions
- General practitioners
- Real estate agencies
- Consulates, Embassies
- Ministry buildings

CDS LOGIN Access Control System

CDS3-L





The purpose of the application is to register and identify visitors. After entering the building or office, visitors, with the help of a touch screen terminal can type in their personal data, while a photo is taken of them. This information is used to create and print a badge. Simultaneously with the creation of the badge, the start of the visit will be logged. When leaving the building, the system logs the visitor out by either manually typing in the badge code or optionally scanning the barcode on the badge (if the touchscreen kiosk has a barcode reader). The number of visitors can be accurately determined on a statistics interface. Visitor history reports can be created.

SOFTWARE FEATURES

- Registration of personal data
- Picture shot
- Entering and leaving time logs
- Barcode scanning (optional)
- Process can be customized
- Design can be customized

Secure Browser

SB

One of the most common use of an information kiosk is the display of a specific website (for example a company website, a virtual map, a picture gallery, etc.). Specially designed websites offer users the possibility of navigation on multiple pages, gathering the required information. While displaying a specific website with a specific content it is important to block any user attempt of navigation to a different website or closing the browser.

Secure Browser™ offers the ability to control where the user navigates on the internet through the use of key words and specified URLs. Secure Browser has many security features like locking down or controlling other browsers and the ability to make itself the only allowed application. The administrator can also lock Secure Browser so none of the settings can be touched or the application exited. Secure Browser has the ability to start together with Windows and load the pre-defined website.

SOFTWARE FEATURES

- Customizable list of specified URLs and keywords
- Easy to use interface
- Password needed for entering and modifying settings
- Password for opening/closing Secure Browser
- Ability to lock kiosk so other programs can't run except Secure Browser
- Full screen restricted mode
- Restricted web access to specified sites only
- Restrict other Browsers as well to specified keywords and sites only

Digital Signage

What's this?

Digital signage solutions enable interactive and eye-catching communication which, by emerging from the abundance of adverts, advertises Your message.

- ➔ The digital poster is a device which draws attention by its fascinating imagery.
- ➔ Interactive window display serves customers beyond closing time thus supporting sales.

How does it work?

Both solutions involve hardware and software components.

- ➔ Functioning as the descendants of the classical, paper-based posters, the digital poster integrated with customer management system displays targeted content which can be controlled and overridden.
- ➔ The navigation on the touch screen shop window is similar to the use of computer mice. The device including the foil is placed within the display window.

What benefits will bring to you?

- ➔ your expenditures decrease
- ➔ it provides a 24-hour long service for your customers
- ➔ it sends your customers targeted messages
- ➔ the efficiency of service increases
- ➔ it disencumbers administrators

THE ONLINET GROUP

Posters
in the digital age

A large crowd of potential customers are passing by the classic, printed advertisements uninterested, even if some of them are very creative. The question is rightful, that in which proportion the investment of money, time, energy and workforce will return? But it is more important to know, if these advertisements are reaching their goal in waking up the interest and attention of a customer. The digital poster is a solution that, with its dynamic content can wake-up, catch and keep active the attention of a potential customer even if the customer is sitting in a client waiting area or walking down the street.

DIGITAL SIGNAGE

DIGITAL SIGNAGE

DIGITAL POSTER

YOUR ADVERTISEMENTS DON'T WHISPER ANYMORE,
BUT THEY ADDRESS CUSTOMERS THROUGH A MEGAPHONE.

THE ONLINET GROUP

Features and benefits

Fast and efficient

Refreshing, rescheduling or completely renewing the content of the digital posters is just a matter of a few moments, even in a country-wide network. In this way, your commercials, announcements, marketing or promotional messages will reach your customers before your competitors.

Spectacular savings

The classic paper-based posters, besides having a questionable efficiency, have the disadvantage of high additional costs. With the digital poster you can save the printing, distribution, display and related administration costs. Above all, the distribution of the content in multiple locations is just a matter of a few moments.

Targeted messages

Integrated with the ONLINET Queue Management System, the digital poster serves to display the ticket numbers in a queue too. In addition to this, the commercials can be played automatically in an order that covers the actual needs of your customers. In this way, your messages, commercials will have bigger effect, creating higher sales impulses.

TECHNICAL SPECIFICATION	
Standard screen sizes:	32″ - 37″ - 42″ *
Mounting types:	Wall mounted, free standing and ceiling hanged
Playable formats:	PC video formats(video playlist) PC picture formats (picture slideshow) Animated presentations Direct VHS/DVD/Bluray play (even in HD quality)** Display of TV channels**
Integrated to a Queue Management System:	Display of the last 3-5 ticket numbers called Display of new call in a separate window Warning sound when a new customer called Even 4 tickers at the bottom of screen Company logo, image, colours and fonts

RECOMMENDATION

- Banks, Building societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv suppliers
- Fashion stores
- Beauty shops
- Cinemas, theatres, concert halls
- Travel agencies, tourist information points
- City and District Councils
- Registry offices
- Tax, Custom and Revenue Offices
- Solicitor and Notary Public offices
- Malls, Supermarkets
- Store chains
- Restaurants, bars, pubs
- Educational institutions
- Real estate agencies
- Conference and sport centers

* Other sizes are upon request. ** Some restrictions may apply

ACCESSORIES AND OPTIONS

- **Performant PC as multimedia server**
  Branded models, that allow even a 24h operation. Stores multimedia materials
- **Onlinet OMP and OMM software**
  A multi-functional application that allows the play, the scheduling and refresh of multimedia materials stored on the server
- **Digital media player**
  Special, PC replacement hardware, with Media Management software
- **Ceiling and wall mounting support, floor stand**
- **Front and back aluminium cover**
- **Wooden frame**
- **Uniquely designed frame or cover**

RELATED SERVICES

- Consulting
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Spare parts supply
- Operation
- Custom development and design
- Integration to existing IT systems

From passer-by to regular customer

How many clients are visiting you after the opening hours? How many decided to buy, order or sign a contract after the opening hours, just yesterday? How about last week or last year? How many were choosing one of your competitors after all this? Imagine that you have a helper, who remains there after the opening hours to inform the visitors and serve your clients. Even 24h a day. Everyday during the week.
EVERYDAY DURING THE YEAR.

INTERACTIVE WINDOW DISPLAY

DIGITAL SIGNAGE → INTERACTIVE WINDOW DISPLAY

→ THIS IS HOW SIMPLE PASSERS-BY WILL BECOME YOUR CLIENTS!

THE ONLINET GROUP

INTERACTIVE WINDOW DISPLAY

Features and benefits

Customers from passers-by

The interactive window display adresses the passers-by, the potential customers on the street. Compared to the static, paper based posters, a dynamic content will make a product, a service or a campaign more attractive. The interactivity will make possible for the customer to become a part of it, to model it, instead of being just passive viewers.

24h opening

The working times will not end during the afternoon and the week will not end on Friday anymore. The interactive window display makes possible for your customers to be informed and make transactions after the opening hours or even on weekends. During the working hours it will release your staff from many routine tasks, in order to spend more time with real customers.

Safe operation

The operation of the interactive window display is fully safe, as all of its components including the touch foil are placed inside the window glass. In this way, the whole system is protected against vandalism.

TECHNICAL SPECIFICATION	
Detection method:	Projected Capacitance Touch technology with sensing wires
Fixing surface options:	Metal free, smooth glass and bulletproof glass*
Touch foil type:	Permanent and removable
Position accuracy:	3 mm absolute, 1mm relative, no drift
Alignment:	Through software drivers
Sensitivity:	Configurable, depending on glass thickness (gloved hand too)
Speed of response:	18-50 ms (depending on glass thickness)
Output:	USB 2.0
Drivers:	Windows XP/Vista/7
Restrictions:	For double glazing glass preliminary test is recommended! No polycarbonate and acrylic surfaces! When using a TV, only LCD, no Plasma!

SIZES	
Standard sizes**:	30"- 40" - 50"
Max. sizes:	permanent foil: 144" removable foil: 116"
Temperature range:	-10°C / +70°C
Humidity range:	0-95% , unaffected by condensation
Light transmission:	typically better than 93%

RECOMMENDATION

- Banks, Building societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv suppliers
- Fashion stores
- Beauty shops
- Cinemas, theatres, concert halls
- Travel agencies, tourist information points
- City and District Councils
- Registry offices
- Tax, Custom and Revenue Offices
- Solicitor and Notary Public offices
- Malls, Supermarkets
- Store chains
- Restaurants, bars, pubs
- Educational institutions
- Real estate agencies
- Conference and sport centers

* Only for removable foils. **Other sizes upon special request .

ACCESSORIES AND OPTIONS

- **Industrial LCD TV**
  Sizes: 32"-37"-42", branded models, that allow even a 24h operation
- **Industrial projectors**
  Branded models, that allow even a 24h operation
- **Projection foil**
  Sizes: 30"-40"-50"
- **Performant PC as multimedia server**
  Branded models, that allow even a 24h operation. Stores multimedia materials
- **Onlinet OMP and OMM software**
- **Digital media player**
  A multi-functional application that allows the play, the scheduling and refresh of multimedia materials stored on the server
  Special, PC replacement hardware, with Media Management software
- **Ceiling and wall mounting support**
  For LCD and projector
- **Front and back aluminium cover (LCD)**
- **Wood frame (LCD)**

RELATED SERVICES

- Consulting
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Spare parts supply
- Operation
- Custom development and design
- Integration to existing IT systems

Advertisement that reaches its target

Either you are already using or just planning to introduce LCD or Plasma screens with running commercials, the question is: "How will the operation of the whole system be efficient?" "Will I have a return on investments?" "How will the commercials reach their objective?" "Is my sales going to grow?" The customer's stimulus threshold is getting higher and even if we admit it or not, the customers become bored of the commercials running in an endless loop.

OMP/OMM

CDS3-S / CDS3-DSS

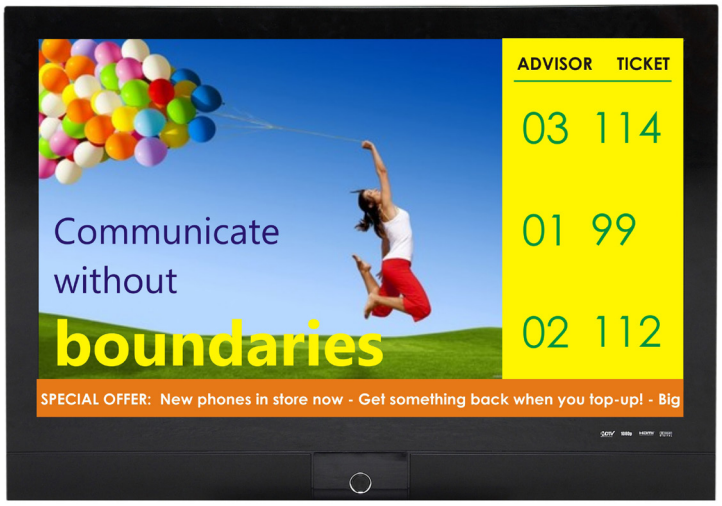
DIGITAL SIGNAGE

SOFTWARE

THE OMP/OMM(ONLINET MEDIA PLAYER/ONLINET MEDIA MANAGER) SYSTEM INTEGRATED WITH THE ONLINET QUEUE MANAGEMENT SYSTEM HELPS IN STICKING YOUR CUSTOMER'S EYES TO THE SCREEN, PLAYING A CONTENT IN WHICH THEY ARE INTERESTED AND BRINGING MUCH MORE NEW ORDERS TO YOU.

THE ONLINET GROUP

Features and benefits



Stick to the screens

The customers become indifferent towards the commercials running on an endless loop. The ONLINET OMP / OMM system makes it possible to display, besides commercials, ticket calling and other information (e.g. exchange rates, announcements, news) on the same screens. The customers eyes will surely stick to the screens.

Targeted messages

Using the ONLINET OMP/OMM system, the commercials can be played automatically in an order that covers the actual needs of your customers. In this way, your messages, commercials will have bigger effect, creating higher sales impulses.

Central management and statistics

The creation of playlists, timings for commercials, videos or images and sending them to even multiple locations can be done from a central location. Statistics will be created about the frequency and timing of the content that was played, separately for each location. These can join the queuing system statistics, giving a clear picture of the results of a specific campaign.

TECHNICAL SPECIFICATION	
Components:	Media Server (hardver) OMP - ONLINET MEDIA PLAYER (software) OMM - ONLINET MEDIA MANAGER (software)
Playable formats:	PC video formats(video playlist) PC picture formats (picture slideshow) Animated presentations Direct VHS/DVD/Bluray play (even in HD quality)* Display of TV channels*
Information display:	Display of the last 3-5 ticket numbers called Display of new call in a separate window Warning sound when a new customer called Even 4 tickers at the bottom of screen Company logo, image, colours and fonts
Setup options:	Creation of branch groups Creation of screen, panel and ticker groups Creation of campaign and campaign groups Creation of playlists Define „expiry terms" for playlists
Statistics:	Media content that was played (by branch, by screen, by period of time) Detailed data for campaigns and campaign groups
Monitoring:	Currently playing media content Current screen status Current status of campaigns and campaign groups Alerts on reaching preset limits
Design functions:	Size of panels and tickers Colour palette for panels and tickers Font type for panels and tickers Possibility of displaying automatically data received online * Some restrictions may apply

RECOMMENDATION

- Banks, Building societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv suppliers
- Fashion stores
- Beauty shops
- Cinemas, theatres, concert halls
- Travel agencies, tourist information points
- City and District Councils
- Registry offices
- Tax, Custom and Revenue Offices
- Solicitor and Notary Public offices
- Malls, Supermarkets
- Store chains
- Restaurants, bars, pubs
- Educational institutions
- Real estate agencies
- Conference and sport centers

ACCESSORIES AND OPTIONS

- **MEDIA SERVER**
  Branded PC models, that allow even a 24h operation. Stores multimedia materials
- **LCD/Plasma screens**
  32" - 37" - 42"
  standard or custom sizes on request
- **Ceiling and wall mounting support, floor stand**
- **Front and back aluminium cover**
- **Wooden frame**
- **Uniquely designed frame or cover**

RELATED SERVICES

- Consulting
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Spare parts supply
- Operation
- Custom development and design
- Integration to existing IT systems

CDS MEETING meeting room occupancy

CDS3-MT

FLATRON
ONLINET_ST
Aquamarine Meeting Room
12 April 2011
10:00-11:00 : Sales meeting - Steven McDormand
13:00-14:30 : Product presentation - Julie Stuart
14:45-16:00 : Customer meeting - David Shepard
13 April 2011
09:00-10:00 : French course - Intermediate Group
13:00-14:00 : Technical training - Michael Platt
14:30-16:00 : Customer meeting - Richard Peterson
LG

The purpose of the "Meeting Room Occupancy Display" application is to offer an elegant and innovative way of managing and informing the staff and visitors of a company about the status and planned meetings in the company's meeting rooms.

The application uses the data inserted by users in the MS Outlook Calendar with connection to an Exchange Server. The information is displayed on an LCD or Plasma screen installed near the entrance of each meeting room. The application can handle virtually unlimited number of meeting rooms.

SETTINGS

- Time interval displayed (today or a longer period)
- Data refreshing frequency
- Meeting room name customization
- Creation of meeting room groups
- Creation of meeting room priorities

SOFTWARE REQUIREMENTS

- Microsoft Windows XP SP3 operating system or newer
- Microsoft.NET Framework 3.5 SP1
- Microsoft IIS 5.1 or newer
- Microsoft SQL server 2005 Express

VIRTUAL ASSISTANT

VA

Coming from its name, virtual assistants replace administrators taken from life in customer services or at certain counters. One of the reasons for this is that there are insufficient number of experts who could provide special services. So these services can only be accessed where the experts are physically present. By virtual assistants, you can overcome these difficulties, as any service can be provided without the need for physical contact.

HOW IT WORKS:

One possible way is to integrate virtual assistants into the customer management system. After choosing the required service and receiving the ticket with serial number, the customer is waiting similar to other customers. As the service chosen is not provided in that particular venue, the customer is called to a virtual counter. The virtual counter is either a touch-screen kiosk or a large screen LCD monitor. Irrespective of the communication method (voice, video, and text messages), the system has the following accessories: camera, microphone, speakers, keyboard, and possibly a printer. The virtual assistant sees that there is a customer to be served and (s)he initiates the call from the distance. The customer sitting in front of the screen can talk to the administrator as if (s)he was physically there. At the end of service, the administrator can print the documents and the tear-sheet that the customer can take over at the virtual counter.

TYPICAL ELEMENTS OF THE SYSTEM

- Queuing terminal
- LCD screen
- Camera
- Microphone
- Speakers
- Printer/Scanner
- Software

	QUEUE MANAGEMENT SYSTEM				
FEATURES	iQ7	iQ Max10	SmartQ	MultiQ	EXEQ
PC inside	–	X	X	X	X
Non-PC based	X	–	–	–	–
Wall mounted or desktop	X	–	–	–	–
Touchscreen 19"	–	–	X	X	X
Touchscreen 23"	–	–	–	X	–
Touchscreen 32"	–	–	–	X	–
Ticket printer 3"	X	X	X	X	X
A4 size printer	–	–	–	●	–
Contactless card reader	–	–	●	●	–
Engine driven card reader	–	–	●	●	–
Corian case	X	X	–	–	X
Metal case	–	–	X	X	–
Barcode reader	–	–	–	●	–
Passport scanner	–	–	–	●	–
Camera	–	–	–	●	–
Microphone	–	–	–	●	–
Speakers	–	–	–	●	–
Cover in custom color	●	●	●	●	●
Magnet foil signage	–	–	–	●	–
UPS	●	●	●	●	●
CDS queuing software - only basic modules	–	X	X	X	X
CDS queuing software - all modules	–	●	●	●	●

SYMBOLS	– NOT SUPPORTED	X SUPPORTED, DEFAULT	● SUPPORTED, OPTION

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